



PIA SERVICE

CLOSE TO OUR CUSTOMERS, CLOSE TO YOUR PRODUCTION.

With our modular and configurable service packages, PIA Automation offers professional solutions to optimize the uptime of your machine. PIA Automation offers a wide range of customer services such as **reactive service**, **preventive service**, **adaptive service** and even **predictive service**.

This includes maintenance and repair services, software updates and upgrades (e.g. change and version management), 24/7 hotlines, routine services, inspections, extensive production assistance and operator trainings. PIA customer service will help you to find the product that suits you.

The consequent and constant digital expansion of our service infrastructure adds great value to maintenance and service by means of preventive maintenance with the use of intelligent sensor technology and remote maintenance via linkage off our worldwide competence centers.

PIA SERVICE: COMPETENCE ON CALL

- Problem solving during ongoing operations
- Fast reaction and short decision-making process
- Access to worldwide expert knowledge
- Remote maintenance via digital connection of sensors, actors and controls.



PIA CUSTOMER SERVICE SOLUTIONS FROM THE WORLD'S LEADING AUTOMATION PARTNER



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WE AUTOMATE YOUR WORLD

www.piagroup.com

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THE PIA SERVICE PORTFOLIO

CUSTOMER SERVICE

Highest uptime and productivity by PIA's service team and digital tools.

CLOSE TO OUR CUSTOMERS, CLOSE TO YOUR PRODUCTION.



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EXCEPTIONAL SERVICE FOR UNIQUE CUSTOMERS

REACTIVE SERVICE
Our reactive service is always available for you to provide short-term assistance. This guarantees the quickest possible recovery of your machine.

PREDICTIVE SERVICE
PIA Automation develops high-end Industry 4.0 solutions to help with production, maintenance and quality of our customers machines and products. These tools offer a wide range of functionality, to handle all challenges during operation and optimization.

ADAPTIVE SERVICE
Our service team will keep your machine up to date, by processing retro fits for product changes, optimizations, and modernizations independently.

PREVENTIVE SERVICE
We offer multiple preventive service solutions to maximize the up-time of your machine. This is not only limited to the functionality of the hardware but is also focused on raising the skill of the operators and maintenance personnel in working with our machines.



Fast assistance via remote maintenance and both diagnostic and on-site support in case of urgent faults conducted by one of PIA's experts in accordance with contractual hotline and reaction times.

Fast assistance via remote maintenance and diagnostic support in case of urgent faults conducted by one of PIA's experts during our business hours.

Optimized initial spare part packages in OEM quality **BASIC, STANDARD** and **ADVANCED** as well as long term supply of based on individual framework agreements.

Proactive scheduled servicing with defined scopes by a PIA specialist, adjusted to production times.



Customized Trainings for maintenance and operator personnel.

Retrofits, output optimization, cycle time reduction, quality enhancement and modifications as a result of product changes will be handled fast and efficient by our independent service team.



For efficient and goal oriented optimization, PIA Automation will do in depth analysis of the data provided from our digital services in regular intervals.

Additional validation of potential and specification of further actions directly at the machine in cooperation with the customer.

A specialist from PIA will be your contact person for all service on-site and will be the interface to all departments at PIA Automation.

- Artificial Intelligence (AI)
- Analysis of host computer data (AN)
- Optimization of production efficiency (OP)
- Increased production transparency (LC)
- Hardware-independent measuring computer system (DY)
- Increase effectiveness (ET)
- Identify bottlenecks (BN)
- Monitoring and control (MO)

