SMS ● group

X-PACT® SERVICE PORTAL

Our platform for customer-focused service management and expert diagnosis of automation systems

The X-Pact® Service Portal enables many service issues to be resolved immediately, reducing overall costs and improving performance. It replaces tedious, time-consuming troubleshooting with competent just-in-time support from our experts.

Through the secure portal, automation experts can promptly log in to the customer's plant and equipment and even invite specialists from other disciplines.

ADVANTAGES OF PRODUCT ✔

› Front-end software including point-to-point encryption for secure data exchange

› Fast support for troubleshooting and scheduled activities

› The connection is managed and controlled by the customer, improving security and autonomy

› Traceability of all service activities

› Transparent workflow for easy monitoring and management

› Authorized access only: Access is strictly limited to authorized personnel, protecting sensitive data and systems

| Structured connection setup | Remote maintenance via tunnel service | Service reports & service time account | Log file transfer | Integration of suppliers |

The X-Pact® Service Portal is based on SSL (Secure Sockets Layer) technology with 128-bit encryption. Firewall and single-port technology ensure a secure Internet connection.

For enhanced security, unattended access from the outside is not possible. Each session must be intentionally acknowledged by the customer and is automatically terminated when the connection is closed after the task is completed.

Product highlights

KEY FUNCTIONS

Machine Overview
Displays a comprehensive view of all machines, including any open service requests and the current status of each machine

Detailed Machine View
Offers a detailed view of each machine, with the option to customize the view according to different machine groups.

Machine Documents
Provides access to all relevant documents for each machine, such as manuals, maintenance logs, and technical specifications.

Service Request Creation and Tracking
Enables users to create new service requests and track the progress of existing ones, complete with a comment function for updates and communication.

MOBILE FEATURES

X-Pact® Service Portal – AR
Augmented reality glasses enable a direct interaction with the service experts via chat, audio, video or whiteboard

X-Pact® Service Portal – Conference
App users can interact directly with other X-Pact® Service Portal Conference Center users who are in the same network as the associated Site Control. The app enables audio and video conferencing, text and image sharing between the mobile device and the Conference Center, as well as whiteboard functionalities.

X-Pact® Service Portal – Mobile
The mobile app enables customers to initiate a service call (call and approval of the request for the remote connection) directly from a smartphone.

Contact details

Feel free to use our contact form for questions, inquiries or personal contact:
https://www.sms-group.com/x-pact-service

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