

HSKA Field Service

The HSKA Corporation in Karlsruhe develops high performance devices for different applications in the industry. In the era of the digital revolution, Internet of Things (IoT) and Industry 4.0, the HSKA Corporation provides highly connected devices, so that enterprises all over the world are ready for these new challenges.

All these devices collect data that are pre-analyzed and sent to the HSKA Cloud for further analysis. Using cutting-edge algorithms, artificial intelligence (AI) and machine learning, predictions are made. By applying predictive maintenance, we will make sure, that all the devices (machines, robots, etc.) will get a service, before the supply chain is interrupted. This will save an enormous amount of time and resources.

The HSKA Corporation has a team of highly-skilled experts, who make sure that your devices run 24/7. They are equipped with all that is needed to perform field service on the customer site and make sure that the everything keeps running.

To enable the field service experts with the latest technology, the HSKA Corporation wants to equip them with mobile devices (Smartphone, Tablet, Laptop) and a specialized field service app. Using this app, each service engineer is able to

- login the service app and access her data,
- list her on-site appointments,
- search for customers where she can see all their devices and service status,
- see the customer and their devices on a map, so that these can be located easily, including the device status,
- perform the service and document the time and resources for finishing the service,
- manage her warehouse, which contains all the spare-parts for being able to perform the field service,
- manage tasks and notes for general use.

The data will also be available offline, so that the field service can be performed in places without an active connection. The created and updated data can then be synchronized back to the system.