



CONSTANT CARE

With Okuma Constant CARE You Get the Help You Need, When You Need it

The open architecture THINC® system combined with the functionality of Constant CARE ensures that help is there when you need it.

Innovation

In today's demanding world of manufacturing, getting help at the moment of need has become an invaluable commodity. Machine tool reliability is at an all time high, but that does not mean you can do it all on your own. Partnerships are becoming the cornerstone of an organization's ability to innovate while maximizing resources.

THE CHALLENGE

At Okuma, we pride ourselves in the ability to forge partnerships with our customers. Through partnerships, manufacturers gain the edge needed to stay ahead of the competition without the need to specialize in every area. There is no need to devise a solution when partnerships can provide a proven one. This type of innovation will not endure without a focused effort to provide these solutions.

Our industry leading service offerings focus on providing real help and real solutions. Okuma also realizes time is of the essence and these solutions need to happen quickly. The manufacturing industry continues to evolve and innovate to supply the products our society needs. To continue providing real help, service solutions must embrace this innovation.



Remote Services, Intelligent Dispatch

To provide innovative solutions quickly and accurately, service professionals need real-time information. Okuma Constant CARE provides a competitive advantage when diagnosing issues and preventing or limiting extensive machine downtime. By remotely connecting to a machine, Service Engineers can quickly grasp the situation and start providing accurate troubleshooting information. Additionally, information can be stored and passed along to other individuals within the support organization which streamlines communication and collaboration.

This innovative approach to troubleshooting ensures that customers get the solution to their issues and return their machines to production. Remote diagnosis also allows for *Intelligent Dispatch* of service engineers. Since our Service Engineers diagnose the problem before their arrival onsite, they arrive with the knowledge of how to solve the problem and with necessary parts in-hand.

At the press of a button, customers are connected to one of 32 service support centers where trained and certified support engineers begin diagnosing issues and provide real help at a moments notice. This type of innovation ensures that our customers retain the competitive advantage needed to succeed.

THE SOLUTION

Internet connectivity for machine tools need not be constantly available to utilize Okuma's Constant Care. Mobile devices, such as MiFi, can be used to connect when necessary - reducing concerns about security, IT permissions and cost.



Immediate Access to Information Reduces Downtime

Everywhere you look these days there are machines that are being monitored and, in some cases, repaired remotely. It is only logical to expect that this technology will make its way into the machine tool industry. Gosiger, Inc. is proud to be working with Okuma to make this technology work in the real world.

A Partner's Perspective

Roger O'Connor
VP-GM Product Support
Gosiger, Inc.

There are several tangible benefits to using remote diagnostics on machine tools. Customers that allow machines to be connected on an as needed basis can get live support and troubleshooting. When a service call is necessary, the technician can be more prepared because they have increased information about the problem. And machine data can be backed up and restored.

Machines that are connected in a monitoring "always on mode" can be monitored to provide proactive alerts, and predictive maintenance. This data can also be organized to provide status reports for management on a monthly, daily or even a live basis.

This is the vision we share with Okuma for the future of remote diagnostics. Our first step in bringing this vision to reality is implementing Okuma's Constant Care. The Constant Care software allows a customer to contact a Gosiger technician remotely through an internet connection made with the machine. Once connected, the technician can see everything that the operator sees on the screen and, with the customer's permission, can be given control of the system to take corrective actions.

Clearly we are still at the beginnings of this program and all the parties involved (Okuma, Gosiger, and the customer) are learning how best to use this new tool. However, we believe that the forward thinking customers that are the first to embrace this technology will save money in repair costs and will improve machine utilization through decreased downtime, giving them a significant competitive advantage over their competition.



Customers Can Focus On What They Do Best

When I think back over my years in manufacturing there have been great advancements in manufacturing technology: designing and building machine tools with the ability to provide almost unheard of positioning and repeatability accuracy; advanced control technology with faster processing speeds; multitasking machines with 9 axis of control; higher levels of reliability.

However, in today's world we are all being challenged to do more with less. What this means to most manufacturers is that we can no longer afford to carry the cost of redundant machine tools and processes. We can no longer invest in capital equipment and only use it for one or two shifts and be cost competitive. This simply means we are going to be more dependant on fewer machine tools working more hours. We will need to invest in technology to run as many hours as possible unattended. All of this will test the reliability of our products to their very limits.

To work at these levels of performance there needs to be a partnership established between the builder or provider of this technology and the user community. Although our service response time has gone from days or weeks to hours, it is all reactive and needs to be predictive.

The user community only needs to know the machine tool is always available when needed and planned service down time is scheduled. After all, they invested in this equipment to cost effectively make their products or provide their services. If GM can do this with \$40,000 cars, we can surely do this and more for machines tools 10 to 20 times the cost.

We have the foundation in our control technology, applying sensor technology, mapping our machine tools at installation and monitoring these conditions remotely by our network of distributor service centers and Okuma America Corporation 24/7. We can provide the highest level of service for our customers to insure their work centers are available on demand.

Our customer only needs to focus on what they do best and sleep well knowing their partners are ensuring the highest level of up time possible.

The Vision

Larry Schwartz
President and COO
Okuma America
Corporation

*To learn more about Okuma Constant Care,
contact your local Okuma distributor or
email info@okuma.com*

