



Moderator
Herr Prof. Dr. Lennart Brumby
Duale Hochschule Baden-Württemberg Mannheim

Connected Service World

RemoteServiceForum

16th February 2016 Case Studies for Remote- and IoT- solutions Room: Baden-Baden

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|-------|--|
| 08:30 | Get-together |
| 09:00 | Welcome
Remote Services in the Connected World of Industry 4.0 and Internet of Things (IoT)
Karl-Heinz Sauter, Karl-Heinz Sauter Services und Consulting GmbH,
Head of RemoteServiceForum |
| 09:30 | Business Analytic in the Service – a specific example
Achim Knebel, Siemens AG |
| 10:00 | Incubators, Business Angels and venture capital - What can the manufacturing industry learn from digital pioneers?
Ingo Oppelt, Microsoft Deutschland GmbH |
| 10:30 | Tech Info market place Service 4.0 |
| 11:00 | Pause, Networking |
| 11:30 | Platforms and integration tools for IoT at the example Bosch for suppliers and operators
Patrick Lobert, Bosch Software Innovations GmbH |
| 12:00 | Worldwide remote maintenance at tower cranes
Andreas Wagner, Wolffkran GmbH, Technologie: Solve |
| 12:30 | Tech Info market place Service 4.0 |
| 13:00 | Lunch break |
| 14:00 | Servolution – Strategic merger of services with the sale of machinery and equipment
Robert Keller, Bizerba GmbH & Co. KG |
| 14:30 | Control for increasing the delivery quality while reducing the burdens service
Ronny Wöhler, TA Triumph-Adler Deutschland GmbH, Technologie: LogObject |
| 15:00 | Tech Info market place Service 4.0 |
| 15:30 | Pause, networking |
| 16:00 | Bender Remote Assist – Customer benefits, safety issues, expert network & service packages
Daniel Paul, Bender GmbH & Co. KG |
| 16:30 | Industry 4.0 – viewed through different eyes
Rainer Färber, Landesnetzwerk Mechatronik BW |
| 17:00 | Panel discussion and conclusion, champagne reception |



Moderator
Prof. Dr. Rigo Herold
Westfälische Hochschule Zwickau

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16th February 2016 Industry experts report on new solutions Room Fidelitas

Welcome and first lectures
in Hall Baden-Baden
Start parallel session at 11:30h

- 11:30 Internet of things (IoT) with 10.000 devices
Kurt Denk, mobileObjects AG
- 12:00 Ensuring complete supervision of products at the top companies
in the pharmaceutical industry
Anja Buth, ELPRO-BUCHS AG, Technologie: Solve
- 12:30 The role of IoT for production using a practical example
Florian Weigmann, AXOOM GmbH
- 13:00 Lunch break
- 14:00 Video Glasses in practice
Prof. Dr. Rigo Herold, Westfälische Hochschule Zwickau
- 14:30 Video Glasses in the service
Gerrit Spaas, Trivisio Prototyping GmbH
- 15:00 Audiovisual software application in the service area
Rolf Senger, Beeware GmbH
- 15:30 Pause, Networking
- 16:00 Service opportunities in mechanical engineering and plant
construction by remote management 1.0
Hendrik Keitlinghaus, Keitlinghaus Umweltservice und Horst Lange, eWON SA
- 16:30 Integrated logistics management in remote services
René Sickler, DEMATIC Services GmbH
- 17:00 ITK security for critical infrastructure: SINA as a service
Thomas Baier, secunet Security Networks AG
- 17:30 Panel discussion and conclusion, champagne reception



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17th February 2016 Case Studies for Business Projects Connected services business based on digital technology and successful business models

- 08:30 Get-together
- 09:00 Welcome
Karl-Heinz Sauter, Karl-Heinz Sauter Services und Consulting GmbH,
Head of RemoteServiceForum
- 09:30 PerformancePlus: Enhance your efficiency with Condition Monitoring
Anselm Schoenmakers, GEA Equipment Service
Christoph Schneider, ifm datalink gmbh
- 10:00 IoT and analytics - Enablers for new advanced service offerings
Dr. Martin Krüger, ABB AG
- 10:30 How not to launch Remote Service –
What can go wrong ... but not necessarily
Marcus Jacob, Carl Zeiss Microscopy GmbH
- 11:00 Panel discussion, networking
- 11:30 Towards IoT with Data Analytics and Connectivity
Marco Holzer, TRUMPF Laser GmbH
- 12:00 Service 4.0 to go – Business Project with an external Business
Development
Norbert Baur, ISOG Technology GmbH & Co. KG (Verkäufer auf Zeit)
- 12:30 Paradigm Shift: Locally vs. Remote - Paid Remote Services
Ralf Güthoff, Lenze Service GmbH
- 13:00 Panel discussion, lunch break
- 14:30 Business concept overcomes the long-term resistances
at paid teleservice
Christian Brändli, Bucher Emhart Glass SA
- 15:00 The simple start to the complex world of paid
connected services
Gero von Stackelberg, Romaco Pharmatechnik GmbH
- 15:30 Panel discussion, networking
- 16:00 World Café – service automation | Knowledge management
Christine Krase, USU Software AG
Eddie Mönch, Empolis Information Management GmbH
World Café - Security, networking, platforms
Horst Lange, eWON SA
Dr. Matthias Dämmig, MC Technologies GmbH
World Café - marketing, smart services, business models
Gero von Stackelberg, Romaco Pharmatechnik GmbH
Dr. Martin Krüger, ABB AG
World Café – Internet of Things, Industry 4.0, Big Data
Marcus Jacob, Carl Zeiss Microscopy GmbH
Patrick Lobert, Bosch Software Innovations GmbH
- 17:00 Panel discussion and conclusion, champagne reception