



PRESSE-INFORMATION  
PRESS RELEASE

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## Bauma 2019: ZF Aftermarket Presents Smart Services for the Off-Highway Industry

- **ZF Aftermarket is a pioneer in the digitization of off-road machinery**
- **New online portal with technical information and video-based repair instructions**
- **Innovative telematics solutions enable more efficient operation**

**Bauma will take place from April 8–14, 2019 in Munich. One of this year's main topics of the world's leading trade fair for construction machinery and equipment is digitization in the industry. At the trade fair booth in hall A3, booth number 336, ZF Aftermarket will be presenting a portfolio of intelligent service solutions for the digital transformation of the off-highway sector under the motto "Service of the Future."**

In addition to spare parts in OE quality, ZF Aftermarket offers a comprehensive portfolio of service, diagnostic and telematics solutions. Even away from paved roads, the aftermarket specialist is a reliable partner for time and cost-efficient operation of machine fleets. The focus here is on the service concept "Speed-up 4 Service," which is geared towards the needs of today – free of spatial or temporal limitations. ZF Aftermarket links intelligent applications with modern, digital technologies. The service offers and telematics systems thereby ensure efficient and transparent use of the off-road machinery.

### **"Tech Doku 4.0" serves as a guide through the repair process**

In workshops there is always a high demand for technical information and practice-oriented repair instructions. At Bauma 2019, ZF Aftermarket will present a new service called "Tech Doku 4.0," which will offer workshops significant advantages:

All technical information that is needed for the maintenance and repair of machines is available in the portal. Here, workshop employees can get an overview of all details in the repair process. Operation is



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extremely intuitive and convenient: User-specific access speeds up access to frequently needed documents. Free-text search and customized search filters ensure that users always quickly find the information they need. By continuously developing and updating the content, ZF Aftermarket keeps the portal up-to-date at all times.

**Video-assisted repair support in real time**

If complex challenges arise while replacing or assembling machine parts, this can quickly lead to errors and subsequent repair delays or costly damage to replacement parts. To quickly and reliably eliminate any confusion, ZF Aftermarket offers remote support in real time on its portal with a "Remote Video Assistant". In the process, the ZF expert, assisted by video transmission, acts as an assistant to the workshop employee and guides the employee step by step through the repair process. By doing so, even demanding repairs can be carried out efficiently. The only requirement is a smartphone or tablet with a camera and access to Skype.

**Mobile vehicle diagnosis reduces downtime**

ZF Testman is an intelligent, diagnosis tool from ZF Aftermarket that allows web-based error diagnosis to be directly performed while driving. Thanks to this instrument, workshop visits for simply detecting defects and thus unnecessary downtimes can be prevented in many cases. A machine does not have to visit the workshop until soon before repair is to take place. ZF Testman is connected to ZFlink (interface) of the work machine and analyzes the functions of all electronically controlled ZF products. In addition, the tool can be used to connect a notebook with the associated diagnostic software to the vehicle electronics. In this manner, sporadic errors can easily be identified. A web-based update service keeps the software always up to date. After transmitting the data to the cloud, ZF Aftermarket experts offer in-depth job-specific knowledge in the evaluation of the diagnostic results.



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**Digital fleet and maintenance management**

With the intelligent telematics platform Openmatics, ZF Aftermarket presents its vendor-neutral, retrofittable and cloud-networked solution for optimal control and management of the entire machine fleet. An on-board unit in vehicles coupled with the vehicle electronics records all relevant vehicle data stored on a cloud server. The Openmatics Dashboard gives fleet operators access to a wide range of telematics services, which process the analysis data for a wide range of applications – for example, fleet management from machinery contractors and construction companies, but also long-term diagnosis for determining the causes of sporadic errors.

Captions:

- 22) In the future, operators and workshop employees will have access to comprehensive technical information on all relevant vehicle components via the "Tech Doku 4.0" web portal.
- 23) A ZF Aftermarket expert connected via video offers support to the workshop staff when necessary through well-founded information on complex maintenance and repair work.
- 24)und 25) "Long-term diagnosis" enables monitoring of the technical state of components in all machines and attachments.

Images: ZF

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**ZF Friedrichshafen AG**

ZF is a global technology company and supplies systems for passenger cars, commercial vehicles and industrial technology, enabling the next generation of mobility. With its comprehensive technology portfolio, the company offers integrated solutions for established vehicle manufacturers, mobility providers and start-up companies in the fields of transportation and mobility. ZF continually enhances its systems in the areas of digital connectivity and automation in order to allow vehicles to see, think and act.

In 2018, ZF achieved sales of €36.9 billion. The company has a global workforce of 149,000 with approximately 230 locations in 40 countries. ZF invests over six percent of its sales in research and development annually.

With integrated solutions and the entire ZF product portfolio, the ZF Aftermarket Division of ZF Friedrichshafen AG guarantees the performance and efficiency of vehicles throughout their life cycle. Its combination of established product brands, digital innovations, customized products and services and a worldwide service network has made ZF a sought-after partner and number two in the global automotive aftermarket.

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