



DIGITAL WAYS TO INFORMATION ABOUT SERVICES FOR TURNOUTS

The VAE now app – the smart way of services

Description

Once a turnout has been delivered and installed, information about this particular turnout is usually not immediately available to the customer's maintenance staff on site. Documents such as layout plans or section drawings, acceptance reports and maintenance manuals often exist only on paper or are stored as a pdf file somewhere on a computer. The customer does not see at first glance basic technical information such as design, last service activities or remaining service life. Spare parts can only be requested after time-consuming information compilation in the office. An adequate contact person for technical problems may not be available immediately.

The VAE now app scans QR, data matrix and bar codes as well as RFID chips.

This code is attached to main parts of a turnout. By scanning the code the customer has immediate access to various information about this specific turnout such as drawings, pictures, installation and inspection manuals, acceptance test certificates.

In the app, spare parts can be requested. The master data contain all project data related to this T/O.

In the customer service area there is the possibility to directly contact a service manager, who is available 24/7. In addition, it is possible to carry out simple inspections using the app.

Benefits to the customer

- » fast and efficient access to information and services
- » information about activities performed on already delivered turnouts
- » data for optimizations, new developments and service planning
- » product tracking
- » close link to service activities and "Felix robot" application
- » direct support by engineering services - 24/7
- » inquiry of spare parts → direct contact to sales contact person



EASY TO USE

Technical Description

- » The following assemblies and components are identified by a code on the new turnouts: left / right half set of switches, crossing and left / right checkrails. The code is attached to the turnout in the manufacturing plant of the supplier.
- » For already installed turnouts a retrofit with codes is possible.
- » Download the app from the app store.
- » Enter your own (customer) e-mail address. The password can be set by the user himself.
- » Scan the code or RFID chip or enter the tag number.
- » The main screen shows technical and project data of the turnout or crossing or rail expansion joint.
- » Documents such as drawings, quality acceptance records, installation and maintenance instructions are displayed.
- » Spare parts can be requested directly via the app during the inspection. Special requirements can be added by the customer in a text box.
- » Customers can submit special concerns via the app with text AND photos and get a technically competent reply within 24 hours. This service is available 24/7.
- » The app is intuitive to use. It provides a quick and easy access to information and services.
- » Use in all countries with voestalpine locations

