cerexio

Powered by Simplicity

Cerexio SRMS

Service Request Management System

Your Service, Simplified the Industry 4.0 Way

www.cerexio.com

Introduction

Smooth Service Request Configuration to Optimal Client Satisfaction—All Under One Tech Canopy

Familiarise yourself with a smart, centralised software solution which gathers people, data, and systems under the powerful influence of Predictive Analytics, GIS, Artificial Intelligence (AI), and the Internet of Things (IoT), ensuring seamless machinery functionality across manufacturing facilities, by optimising server lifecycles from service request capture, tracking to processing.

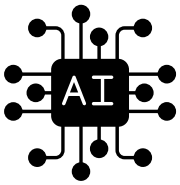
The Pinnacle of Service Request Automation and Tracking Systems

@Cerexio Smart Manufacturing Solutions

Industries We Serve

- Automotive
- Life Sciences
- Food
- Beverage
- Pharma
- Medical Devices
- Aerospace
- Defense
- Electronics
- Oil & Gas
- Chemical
- Metal
- Retail
- Fabrics
- Printing

Key Highlights

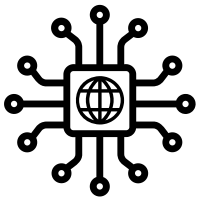


1. AI-Powered Automation

AI-powered platform transforms service workflows, boosting efficiency and responsiveness with precision.

2. GIS Mapping

GIS mapping tracks tasks, employee locations, and progress through comprehensive dashboards.



3. IoT Asset Management

IoT ensures real-time asset monitoring, predictive maintenance, and comprehensive data views for responsiveness.

4. Downtime Prevention

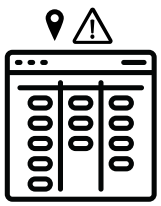
Predictive analytics foresees issues, enabling proactive interventions, minimising downtime and saving costs.

5. Request Resolution

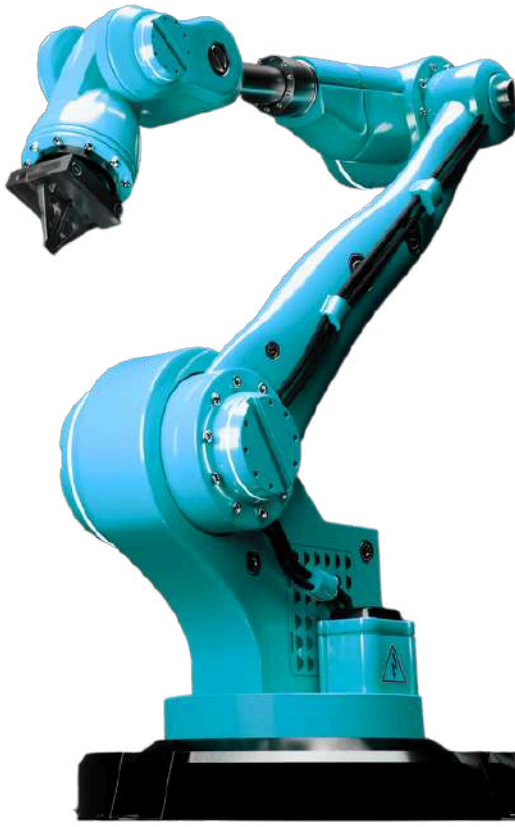
Integrates all parties from request to resolution, ensuring visibility, transparency, and client satisfaction.

6. Asset Malfunction Tracker

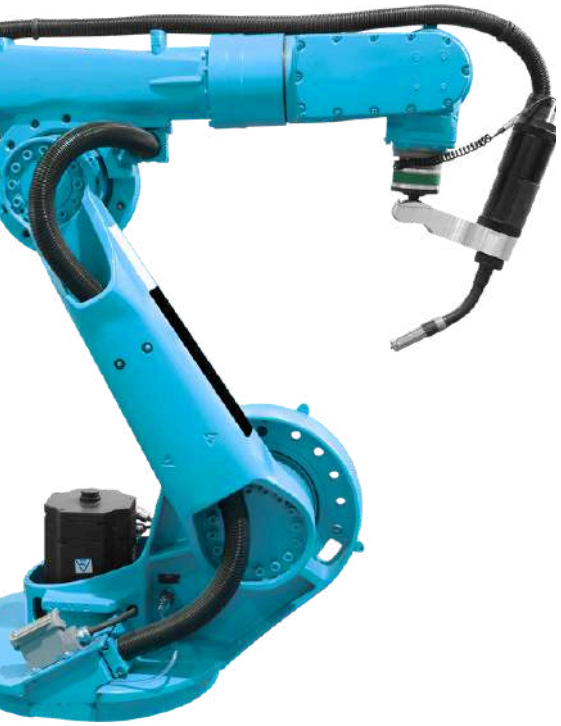
Smart tech (sensors, CCTV, RFID) proactively identifies asset malfunctions through real-time perception.



Industry 4.0 Capabilities We Offer



1. AI & Machine Learning
2. Big Data
3. GIS
4. AR/VR
5. Simulation



6. Satellite Remote Sensing
7. CCTV and Laser
8. 5G, IoT, Quantum Sensors
9. Digital Twin
10. Robotics and CPS

Cerexio SRMS Modules

AI-powered Request Processing

Cerexio Service Request Management System gets strengthened through the transformative power of AI within Industry 4.0, streamlining request processing with unparalleled efficiency through advanced machine learning algorithms, IoT, Hadoop, Event-Driven Architecture, and other innovative technologies.

Automated Workflow

Assure effective tracking and tracing of both mobile and stationary assets until they arrive at their delivery locations with intelligent asset supervision. Asset tracking done by hand is streamlined by this solution, which also makes it easier, faster, and more dependable.

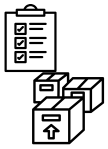
Data Analytics Pioneered Visual Representations

This solution extracts the power of Data Analytics via the use of visual tools like Gantt charts, calendar views, maps, and time trackers to enhance the power of visual representations. It offers real-time insights, encouraging an intuitive approach to service request management.

GIS Calendar Mapping

Cerexio Service Request Management System is dominated by GIS technology to generate a visual representation of service request processing by combining the task minder and time trackers. GIS mapping enhances task location and progress tracking while integrating with the system through the status-tagging calendar system.

Cerexio SRMS Modules



Inventory Management Tracker

The Cerexio solution seamlessly integrates with inventory systems, actively monitoring and updating stock levels in real-time. Upon triggering a service request requiring specific materials, the system verifies stock availability. In cases of unavailability, it automatically initiates order management protocols.

IoT-Dominated Collaborative Platform

Our solution is powered by Industry 4.0 capabilities such as IoT, Middleware, Big Data, etc. to establish a collaborative environment gathering the end users, service providers, and third-party vendors under one digitalised canopy, expressing higher levels of transparency and reliability and making the communication smooth, saving money.

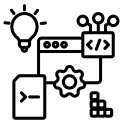
Super Analytical Capabilities

Cerexio Manufacturing Control Tower unlocks a suite of analytical tools that back up operating models with intelligent and insightful directives. Our solution is specifically developed to unleash the power of AI to pose pertinent questions and receive flawless answers, all consolidated under a single, responsive platform.

Smart Tech-Powered Error Identification

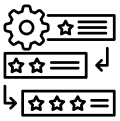
Cerexio Service Request Management System brings out cutting-edge asset malfunction spotting strengths that employ smart sensors, Laser, CCTV, RFID, and IoT tracking solutions, and this amalgamation of technology empowers proactive error detection and swift identification of malfunctions in assets.

Cerexio SRMS Modules



Universal Integration

Employing Industry 4.0 integration technology, Cerexio solution extends its hand for the manufacturers to achieve real-time asset tracking, seamless collaboration among stakeholders, heightened productivity, and significant time and cost savings by seamlessly collaborating with MES, ERP, WMS, and other systems, ensuring comprehensive coverage across all aspects of operations.



Adaptive Maintenance Prioritisation

This module leverages advanced AI and machine learning algorithms to dynamically assess and prioritise maintenance requests. Evaluating asset criticality, potential risk factors, and overall operational impact ensures that the most urgent and high-impact issues are addressed promptly and effectively.

AR Support Interface

The AR Support Interface integrates cutting-edge augmented reality technology to assist technicians during maintenance and repair tasks. By overlaying real-time digital instructions, diagnostics, and interactive visuals directly onto physical equipment, it enables hands-free guidance.

Blockchain-Enabled Audit Trail

Incorporating blockchain technology, this module creates a secure, immutable ledger of all service requests, approvals, and maintenance activities. It guarantees data integrity and tamper-proof records, enhancing transparency and accountability throughout the asset management lifecycle.

Cerexio SRMS Benefits

Bridge Your Service Requests from its Initiation to Resolution via Industry 4.0 Powered Solution

Cerexio Service Request Management System bridges the manufacturing asset management requirements by consolidating the process into a single, interconnected interface. Bridging relevant stakeholders, the Cerexio solution seamlessly integrates with MES and various software, ensuring timely standardisation and upgrades for factory machinery. The following are some of this solution's primary characteristics:

User-Friendly Self-Service Portal

Employing the proficiency of IoT and 5G technology, seamless connectivity between parties is established, encouraging a shared vision via the web portal. This streamlined process ensures that everyone remains synchronised through feedback, requests for upgrades, etc.

Workflow Automation

Embracing workflow automation, our solution robustly manages every aspect of asset management in manufacturing tasks, from request creation and task assignment to processing, minimising errors, and optimising efficiency, ensuring a seamless and error-free workflow.

Intelligent Resource Optimisation

Harness advanced AI-driven analytics to intelligently optimise resource allocation across your operations. This reduces waste, lowers operational costs, and maximises asset utilisation, enabling your manufacturing processes to run more efficiently and sustainably without compromising productivity.

Real-Time Compliance Monitoring

Maintain continuous oversight of regulatory compliance with automated monitoring, alerts, and comprehensive reporting. Cerexio's system ensures your operations consistently meet industry standards, helping you avoid penalties and maintain a strong reputation through effortless, proactive compliance management.

Cerexio SRMS Benefits

From Unbeatable Compatibility, Straightforward Service Request Processing, to Powerful Insights

Cerexio Service Request Management System takes centre stage as a powerful tool in manufacturing operations, from the request receipt to its resolution. Empowered by Industry 4.0 capabilities, it seamlessly connects end-users and service providers within a digitised framework, ensuring continuous machinery utilisation.

Adherence to Sustainability Promise:

Addressing machinery repairs and maintenance needs, followed by unwanted energy consumption and excessive heating, which breach sustainability compliance, the Cerexio system gathers Industry 4.0 green technologies to aid manufacturers in adhering to eco-friendly initiatives.

Consolidation of Technologies

Empowered by robust Industry 4.0 capabilities, this solution integrates GIS, Predictive Analytics, IoT, AI, and more, consolidating data under a unified digital canopy and enhancing real-time visibility for improved manufacturing operational insights.

Omni-Channel Collaboration

In order to take away the communication barriers, our solution offers an omni-channel ticketing system for the stakeholders to link with relevant parties when a repair or upgrade requirement arises, which is powered by 5G connectivity.

Powerful Request Configuration

Our solution enables service providers to efficiently identify service requests on time, verify employee availability, skills, and previous records, assign tasks, manage tasks, and track completion all under one roof.

Cerexio Client Stories

Cerexio has been at the forefront of digital transformation in manufacturing, empowering companies to achieve operational excellence and sustainable growth. Through its flagship solutions, Cerexio has partnered with industry leaders to solve complex challenges, ranging from throughput optimisation to emission control, while delivering measurable business value.

1

A company that manufactures and fabricates precision parts, moulds, and dies.

Vertically-integrated manufacturing services since 1978. They had a challenge in digitally transforming factories to improve operational efficiencies and reduce labour costs.

CEREXIO MES improved the throughput by digitally transforming their factory of 200+ moulding machines while the same labour capacity was able to deliver a +10% profit

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2

Cement Manufacturer

According to Forbes, this company was on the list of the 700 largest global public companies in 2015. They had challenges in achieving kiln stability and optimisation.

CEREXIO MES was utilised by them to prevent poor quality, suboptimal throughput, unhealthy emission rates and energy losses by predicting failures in cyclone infrastructure.

3

ARTC- Advanced Remanufacturing Technology Centre

A Singaporean government agency that researches to facilitate the advanced manufacturing ecosystem in the region.

CEREXIO MES Services and Modules optimised their hyper-personalisation Line- a solution that manufactures personalised products in a fully automated production line.

Contact Cerexio

Don't hesitate to get in touch with us for further clarification or to book a demo this week. The contact particulars of our company are as below:

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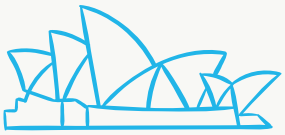

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