

# CEREXIO SERVICE REQUEST MANAGEMENT SYSTEM

A sophisticated digital software solution encapsulates the core elements of Industry 4.0 advancements to deliver optimal service management for the manufacturing domain. 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.

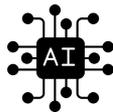
The pinnacle of service request automation and tracking starters is here with the Cerexio Service Request Management System.



# KEY HIGHLIGHTS

## Smooth Service Request Configuration to Optimal Manufacturing Excellence—All Under One Tech Canopy

This solution promises end-to-end visibility through its flawless workflow automation, incorporating traceability, analysis, and customisable request configurations for end-users, establishing a technologically advanced and error-resistant operational environment within your manufacturing plants.



### AI-POWERED AUTOMATION GRANDSTAND

This AI-powered software grandstand powers up manufacturing operations through its robust AI integration, which transforms servicing workflows, enhancing efficiency and responsiveness. This offers precision and speed, from service request initiation to resolution, through an unparalleled AI gearbox.



### GIS MAPPING

This provides a holistic task location overview through embedded GIS trackers from request receipt to task completion, providing a comprehensive understanding of the time and locations assigned to each employee, which can be shown via advanced dashboards.



### IOT-DOMINATED ASSET MANAGEMENT

Cerexio Service Request Management System offers unmatched IoT connectivity that powers real-time monitoring, predictive maintenance, and a data-driven ecosystem, offering a comprehensive view of assets. This ensures enhanced responsiveness within the manufacturing framework.



### PREDICTIVE ANALYTICS DOWNTIME PREVENTION:

Cerexio Service Request Management System, extracting the essence of Predictive Analytics, Machine Learning, and advanced algorithms, provides an innovative platform to foresee potential issues, enabling proactive interventions to minimise downtime, which leads to cost and time savings.



### REQUEST RESOLUTION

Cerexio solution brings all the relevant parties from end-users, service providers, and third-party vendors under one system, which provides steadfast visibility, transparency, and traceability to establish client satisfaction and convenience under a singular roof.



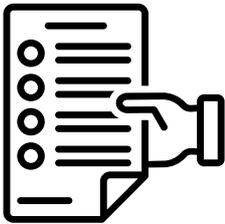
### ASSET MALFUNCTION TRACKER

Cerexio solution consolidates cutting-edge smart technologies like smart sensors, CCTV, RFID, and IoT tracking solutions to establish a sophisticated asset malfunction spotting system. With real-time perception and tech-powered observation, this platform ensures the proactive identification of issues.

## From Unbeatable Integrative Compatibility, Straightforward Service Request Processing, to Powerful Insights: Cerexio Service Request Management System

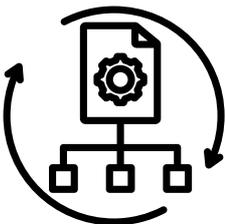
Cerexio Service Request Management System takes centre stage as a powerful tool in manufacturing operations, from the request receipt to its resolution. Empowered by Industry 4.0 capabilities, it seamlessly connects end-users and service providers within a digitised framework, ensuring continuous machinery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

### 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.

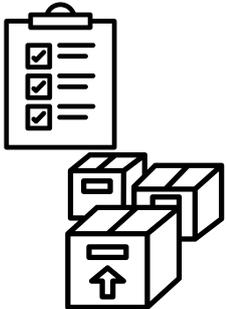
# CEREXIO SERVICE REQUEST MANAGEMENT SYSTEM MODULES

## GIS Calendar Mapping



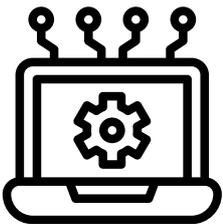
Cerexio Service Request Management System is dominated by GIS technology to generate a visual representation of service request processing by combining the task minder and time trackers. GIS mapping enhances task location and progress tracking while integrating with the system through the status-tagging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

## 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.

## Service Availability Module



Backed up by Industry 4.0 digital capabilities like AI, IoT, Middleware, and Event-Driven Architecture, the Cerexio solution constructs a robust service availability model for the manufacturing domain, which has the ability to outline the system's preparedness to meet service requests, adhering to critical metrics such as uptime and response time, etc.

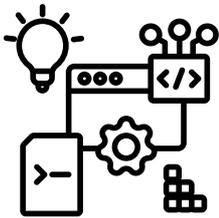
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## Smart Tech-Powered Error Identification



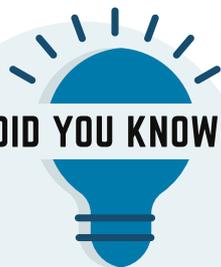
Cerexio Service Request Management System brings out cutting-edge asset malfunction spotting strengths that employ smart sensors, Laser, CCTV, RFID, and IoT tracking solutions, and this amalgamation of technology empowers proactive error detection and swift identification of malfunctions in assets.

## 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.

**DID YOU KNOW?**



**THE CEREXIO SERVICE REQUEST MANAGEMENT SYSTEM IS THE ONLY SYSTEM THAT TAKES INDUSTRY 5.0 CONCERNS IN TO CONSIDERATIONS WHEN OPTIMISING INDUSTRIAL OPERATIONS AND SERVICE REQUESTS AROUND THE WORLD.**

# BENEFITS

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

Value-added under the powerful technological arm of Industry 4.0 capabilities, the 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:



### 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.



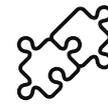
### OMNI-CHANNEL COLLABORATION

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.



### 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.



### 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.



### POWERFUL REQUEST CONFIGURATION

Our solution encourages service providers with the capacity to identify service requests on time, check for employees by availability, skills, and previous records, assign tasks, manage tasks, and check completion under one roof.



### 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.

# INDUSTRIES

Cerexio Service Request Management System bridges all the stakeholders in the manufacturing domain under one singular platform to ensure the machinery assets are up to industry standards. Powered by Industry 4.0 digital capabilities, our system's core objective is to take care of every aspect of service request management within one unified system. Cerexio's solution is highly adaptable to more than 50 manufacturing domains to streamline machinery service request management. Here are the top-most industries that use this solution:

- Aerospace
- Automotive
- Chemical
- Consumer Goods
- Electronics
- Food and Beverage
- Healthcare
- Logistics and Distribution
- Pharmaceutical
- Textile

# CONTACT US

**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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