BRÜCKNER ONE
DIGITAL SERVICE
PLATFORM

" With Brückner Servtec's
most helpful support, we have
saved a lot of money.
As a 'saying' goes: saving
customer's money is just
like saving money for yourself."

Liu Guangxin, Deputy Manager
Import and Export, Gettel Inc.

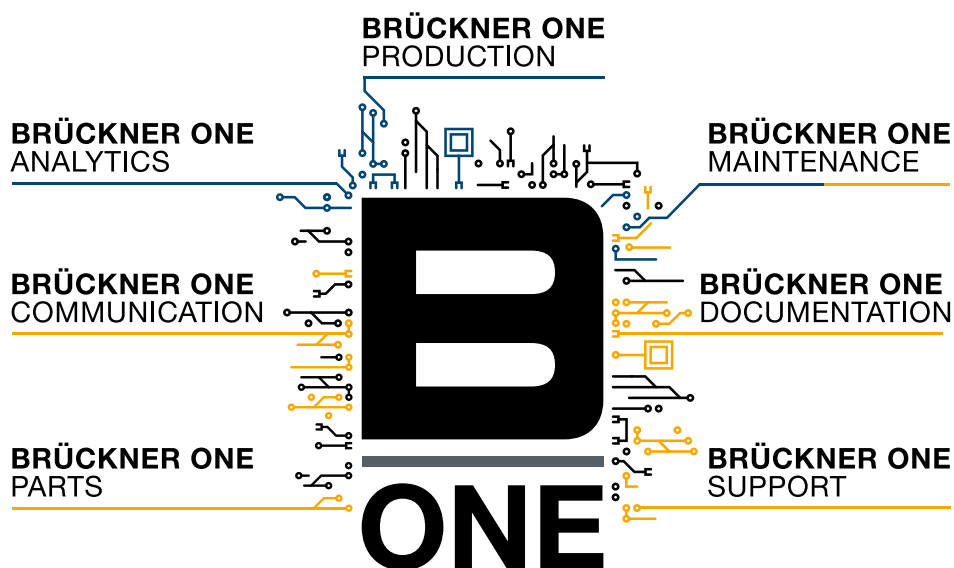# Your Step into a Bright Future

In the digital era we are tapping the great opportunities to support you with our new digital solutions, giving you access to our services at your fingertips.

As a single point of contact for the communication between machines, Brückner specialists and film manufacturers, **Brückner ONE** enables fast, efficient and lean service processes.

Brückner ONE marks the foundation of future service.

" BRÜCKNER ONE is the foundation of every remote service agreement."

BRÜCKNER ONE
PRODUCTION

BRÜCKNER ONE
ANALYTICS

BRÜCKNER ONE
MAINTENANCE

BRÜCKNER ONE
COMMUNICATION

BRÜCKNER ONE
DOCUMENTATION

BRÜCKNER ONE
PARTS

BRÜCKNER ONE
SUPPORT

B ONE

B ONE

The entire **Brückner ONE** system is unique in the BO-industry. It is a one-stop solution providing a digital service platform supporting all matters of the line and its operation: Such as service requests, spare parts inquiries, communication and line documentation to make your life easier.

BRÜCKNER ONE
SUPPORT

For quick and flexible troubleshooting, the **Brückner ONE Support** module offers an advanced support handling system for technical service requests regarding electrical, mechanical and process support.

- Fast processing of the service request
- Quick clarification of open questions
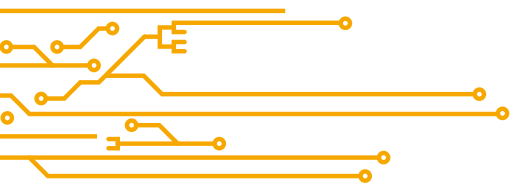- Direct exchange of data
- Safe and secure data connection

BRÜCKNER ONE
COM

Brückner ONE Com allows the most flexible interaction between you and the Brückner service team.

- Text, audio, video, photo, digital whiteboard
- Using mobile phone, tablet or PC
- Safe and secure data connection

As a single point of contact for the communication between machines, Brückner specialists and film manufacturers, **Brückner ONE** enables fast, efficient and lean service processes. **Brückner ONE** service products open the future for intelligent film production and grant customers comprehensive support for the digital transformation.

BRÜCKNER ONE
PARTS

The **Brückner ONE Parts** module allows a rapid and simple identification and inquiry of film stretching line spare parts.

- Easy handling of spare parts inquiry
- Fast part identification
- Quick inquiry processing
- All information in one system

Access the spare parts catalogue from anywhere.
https://parts.brueckner.com

BRÜCKNER ONE
DOCU

Brückner ONE Docu provides a paperless and simple-to-use online technical documentation of the film stretching line.

- Paperless (no physical storage needed)
- Easy navigation via tree-navigation
- User-friendly and fast global search function
- Service and tutorial videos
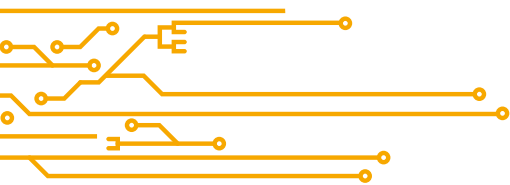
Access the documentation from anywhere.
https://docu.brueckner.com

How to Get Brückner ONE

Brückner ONE is an integral part of every service agreement. It marks the foundation of future service and ensures you the highest line availability.

- Integral part of service agreements
- Tailored to match your needs
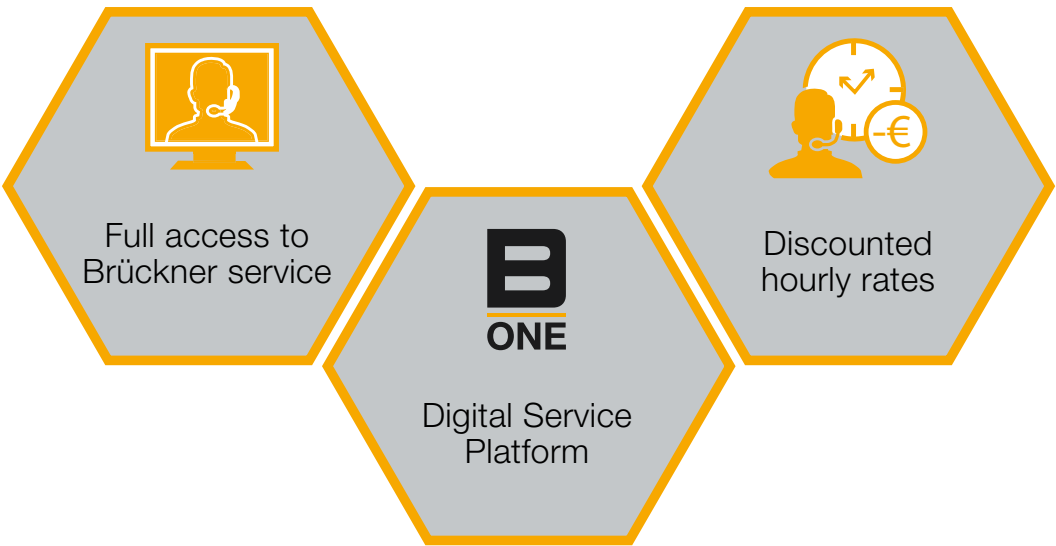- Ready for future applications and enhancements

Service Level Agreement
SILVER

Your basis for comprehensive support: The service level agreement SILVER. Featuring access to all **Brückner ONE** features as well as the benefits of reduced hourly rates for service and support. It can easily be upgraded.

Full access to Brückner service

B ONE

Digital Service Platform

Discounted hourly rates

Simple transition from existing service contracts

Brückner ONE Digital Service Platform	Secured Remote Access	■
	Brückner ONE Support (incl. App)	■
	Brückner ONE Parts (App coming soon)	■
	Brückner ONE Docu	■
	Brückner ONE Com (incl. App)	■
Service Package	Office hours support – Discounted rate	■

Digital service platform: part of each new service package

Service Level Agreement
GOLD

Full specialist support all around the clock: The service level agreement GOLD. Featuring access to all **Brückner ONE** features as well as all benefits from SILVER, this agreement offers you full access to Brückner Service specialists anytime and anyplace, 24/7.

24

Access to
24/7 service
hotline

Full access to
Brückner service

B
ONE

Digital Service
Platform

Discounted
hourly rates

Simple transition from existing service contracts

Brückner ONE Digital Service Platform	Secured Remote Access	■
	Brückner ONE Support (incl. App)	■
	Brückner ONE Parts (App coming soon)	■
	Brückner ONE Docu	■
	Brückner ONE Com (incl. App)	■
Service Package	Office hours support – Discounted rate	■
	24/7 Expert on Demand (EOD)	■

Digital service platform: part of each new service package

Service Level Agreement
PLATINUM

Get the maximum out of your production: with the service level agreement PLATINUM. The allround carefree package including all benefits from SILVER and GOLD, this agreement comes with regular backup service and on-site audits by our specialists.

Backup service for line software

Access to 24/7 service hotline

On-site Audit

Full access to Brückner service

B ONE
Digital Service Platform

Discounted hourly rates

Access to FAQ database

Performance Cockpit

Simple transition from existing service contracts

Brückner ONE Digital Service Platform		
	Secured Remote Access	◼
	Brückner ONE Support (incl. App)	◼
	Brückner ONE Parts (App coming soon)	◼
	Brückner ONE Docu	◼
	Brückner ONE Com (incl. App)	◼
Service Package	Office hours support – Discounted rate	◼
	24/7 Expert on Demand (EOD)	◼
	On-site Audit (once/year)	◼
	Access to FAQ database (coming soon)	◼
	Backup service (line software, once/year)	◼
	Performance Cockpit	◼

Digital service platform: part of each new service package

Service Level Agreement
Overview

Different services included in our packages Silver, Gold and Platinum

		Silver	Gold	Platinum
Brückner ONE Digital Service Platform	Secured Remote Access	■	■	■
	Brückner ONE Support (incl. App)	■	■	■
	Brückner ONE Parts (App coming soon)	■	■	■
	Brückner ONE Docu	■	■	■
	Brückner ONE Com (incl. App)	■	■	■
Service Package	Office hours support – Discounted rate	■	■	■
	24/7 Expert on Demand (EOD)	–	■	■
	On site audit (once/year)	–	–	■
	Access to FAQ database (coming soon)	–	–	■
	Backup service (line software, once/year)	–	–	■
Annual Fee		on request	on request	on request
Setup Cost	One-time payment at initial installation	on request	on request	on request

Performance & Modular Options

Additional service options including pricing

		Silver	Gold	Platinum
Prepaid Office Hours	Prepaid office hours support small	on request	on request	on request
	Prepaid office hours support large	on request	on request	on request
24/7 Expert on Demand (EOD)	Single call	–	on request	on request
	Package small: 3 calls (prepaid)	–	on request	on request
	Package large: 10 calls (prepaid)	–	on request	on request
Modular Options (Annual Fee)	Control System Monitor	on request	on request	on request
	Performance Cockpit	on request	on request	on request

1. Brückner ONE Platform

Secured Remote Access

Secured Remote Service

Brückner Servtec provides the customer a specifically preconfigured Hardware Package consisting of Site Control Box together with either new, updated or existing Brückner Firewall and installation manual. Based on this installation manual customer is able to install the Hardware Package within the local network of the line. On special request, Brückner Servtec offers to install the Hardware Package at the expense of customer.

The installation of the complete Hardware Package is the precondition to establish a secured remote access to the Digital Service Platform ("DSP"), if customer requests Brückner Servtec support.

If necessary Brückner Servtec will replace defective parts of the Hardware Package on customer request at no charge by express delivery. Excluded are negligently damaged parts by customer. Brückner Servtec shall remain owner of the Brückner Firewall and Site Control and maintain the Brückner Firewall and/or Site Control.

Delivery of the Hardware Package will be made CIP destination as agreed with customer (according to Incoterms 2020). Customs duties in the target country will be borne by the customer. Brückner Servtec and its subsidiaries are entitled to access the Line-network via an internet remote connection.

Customer obligation for Secured Remote Service

- DSP is an online system and requires an open, stable and secure broadband internet connection provided by customer to the Brückner Firewall. This requirement must be met to ensure the service connection at any time.
- The use of the Brückner Firewall and/or Site Control is not eligible for any other purpose than to enable Brückner Servtec to execute its obligations of the DSP Agreement.
- Customer is only allowed to use the DSP with Brückner Firewall.

Installation of Secured Remote Service

For initial installation Brückner Servtec requires authorized user data (name, surname, e-mail-address). Web-based e-mail providers (e.g. gmail) are not allowed according to the data security regulations.

Brückner ONE Client Software / Apps

- All necessary client software and apps are part of the selectable Service Packages and are provided free of charge.
- Brückner Servtec provides a Windows-client for DSP-access by download. The client is available on various devices, without numerical limitation. Customer´s terminal devices (such as desktop pc, notebook and/or tablet running Windows 10 or newer Windows versions) need to have access to the line network. Brückner Servtec offers suitable devices for sale separately.
- Supplementary apps (for iOS and Android) are available in the respective app stores (Apple App Store / Google Play Store).
- Brückner Servtec provides the admin log-in-data for the client and selected apps with activation of the DSP. All user log-in data will be provided and managed by customer´s admin.
- Client and the apps are available with an English and German interface.

Brückner ONE Support (incl. App)

The windows-client provides an interface for service-request ticketing.

- Creating new service requests
- Overview of active service-requests and their processing status
- Case related communication via integrated comment function (messaging, file upload)
- Remote support incl. access protocol within the service-request
- Final reporting after service-request is closed
- Archive search of finished service-requests

All remote connections of Brückner Servtec to the line shall be protocolled by the DSP to be visible as long as there is a Service Package for the respective Line in place.

Brückner ONE Support app provides an interface for service-request ticketing without need for access to the local line WiFi network.

- Creating new service requests
- Push-notifications
- Performance Cockpit - Optional

Brückner ONE Parts

The windows-client provides an interface for an interactive spare-parts-catalogue, containing the typical spare parts for the line.

- Search required spare parts
- Request for spare parts quotation via online shopping basket
- Spare part request is transmitted automatically by e-mail to Brückner Servtec and will be handled by regular procedure
- Inquiry History

The same spare-parts-catalogue is available directly from the website https://parts.brueckner.com

Brückner ONE Docu

The windows-client provides an interface for an online access to the originally delivered line documentation.

- Navigation according to line structure
- Full-text search

Direct web access to the online documentation is available at https://docu.brueckner.com
The web interface features additional functionality:

- Simple and versatile filtering
- Easy and fast full text search
- Language change within documents
- Access tutorial videos

Brückner ONE Com (incl. App)

The windows-client and app provide an interface for various communication channels. Both applications require a connection to the Line network.

- Audio
- Video
- Chat
- Interactive whiteboard

Connection quality depends on internet speed and stability.

User Administration

All Brückner ONE customer administrators are enabled to manage their own user accounts.
For this purpose, user credentials with administrative rights are supplied to the contact person defined in the service agreement.
User accounts can be managed independently for:

- Access to the platform modules by desktop client and mobile apps - Administration interface available in the platform desktop client
- The web interfaces for Brückner ONE Parts and Brückner ONE Docu - Administration in the web portal https://one-user.brueckner.com/

Precondition for the use of the web interfaces is a personal and verifiable e-mail address for each user. This address serves as unique B-ONE-ID also for future modules and applications.

2. Scope of Service Packages

All service packages include discounted remote support by remote service, telephone and e-mail. To activate the service package, customer signs a DSP Agreement with Brückner Servtec. All further information is given within the DSP Agreement. All service packages include the Brückner ONE platform free of charge.

Office Hours support included in SILVER, GOLD, PLATINUM
Brückner Servtec provides basically 10% (ten percent) discount to customer on regular hourly rates according to Terms and Conditions of Erection and Installation.
https://www.brueckner-servtec.com/en/Terms-and-Conditions
The services shall only be available during the office hours of Brückner Servtec, means from Monday till Thursday 8.00 am until 5.00 pm and Friday 8.00 am until 1.00 pm except local public holidays or company internal closing days in the European time zone CET/CEST ("Office Hours").

24/7 Expert on Demand (EOD) included in GOLD, PLATINUM
Brückner Servtec offers a 24 hours / 7 days per week service hotline support in case of line stops and urgent electrical issues of Brückner film stretching lines.
Brückner Servtec will provide hotline support within 3 (three) hours upon hotline case request.
If it is not feasible for the Brückner Servtec-specialist to solve the hotline case within 24 hours, Brückner Servtec has the right to charge all additional efforts separately to customer.
Costs for each hotline case shall be a lump sum based on EOD single call rate according to price table on page 11.

On-site Audit included in PLATINUM
On-site Audit service includes a visual inspection of the respective Brückner line based on Brückner Servtec checklists. This on-site inspection is performed by 2 Brückner Servtec experts with electrical, mechanical or process focus within 2 consecutive days. On this basis, Brückner Servtec provides a final report, summarizing the results of the inspection and giving recommendations on optimization.
Customer shall bear arising travel time/costs and accommodation costs according to Terms and Conditions of Erection and Installation. https://www.brueckner-servtec.com/en/Terms-and-Conditions

Access to FAQ database included in PLATINUM (coming soon)
Brückner Servtec shall provide access for customer to a database with frequently asked questions and respective answers.

Backup service (line software, once/year) included in PLATINUM

Brückner Servtec provides a Backup once a year of

- the IMC- (formally known as IPC-) server
- the remote-station, MMS/RDH/FPH server, admin guest computer, WinCC or PVSS server, subject to a respective visualization
- the PVSS or WinCC database, including saved default and customer parameters (trends are excluded)
- the MMS/RDH/FPH database (historic data is excluded)
- Customer configuration of network switches (such as HP, Hirschmann, Scalance…)
  Brückner Servtec saves MMS/RDH/FPH data backups and make those available to customer for 2 months on the server. Customer is responsible to save these backups every month on external storage.

The backup services are dependent on the IMC systems of customer and will be verified individually. An appropriate external storage medium, as defined by Brückner Servtec, shall be provided by customer.

3. Performance and Modular Options

Performance Options

Prepaid Office Hours Support small/large for SILVER, GOLD, PLATINUM

In case customer buys a prepaid credit of 5,000 EUR, 10,000 EUR or any amount higher, Brückner Servtec provides to customer 25% (twenty five percent) discount on regular hourly rates, during Office Hours.

A balance overview of the remaining prepaid credit will be provided quarterly.

Prepaid Expert on Demand package available for GOLD, PLATINUM

In case customer buys a prepaid EOD call package, he can choose from 3 and 10 calls. Otherwise the EOD service is charged as EOD single call according to prices on page 11.

Calls applicable for all lines under one service contract of type GOLD or PLATINUM.

Modular Options

Control System Monitor

- Brückner Servtec monitors the Integrated Machine Control ("IMC") – formally known as Integrated Process Control ("IPC") – system of the customer remotely in regards to potential problems with protocol data, server resources and system load and shall provide a system status report to the customer.
- Brückner Servtec shall support the customer by handling the backups of the customer systems in case of blackouts of the server or of PLC.
- Brückner Servtec shall regularly inspect the remote connection between the Parties and inform the customer about detected failures.
- Brückner Servtec shall remotely inspect the IMC system of the customer every 6 (six) months regarding
  - hardware health of the server, UPS or network switches
  - potential problems indicated in server-log-files
  - functionality of the PVSS database
  - sufficient storage space of the data system and potential data system problems

- Brückner Servtec shall once a year inspect the backups of the customer regarding
  - PVSS database
  - MMS/RDH database
  - All Line parameters
  - PLC software including DBs, to enable a fast recovery of PLC if necessary
  - the complete IMC server and if installed the MMS server In case no actual
    backup is existing, a backup will be generated by Brückner Servtec.
- Brückner Servtec shall send test reports and notifications to the Contact Person defined in the DSP Agreement and provide the test reports in DSP.
- Limitations may apply

The scope of Control System Monitor is dependent on the IMC system version of the respective line and will be verified individually.

An appropriate external storage medium, as defined by Brückner Servtec, shall be provided by customer.

Performance Cockpit

This feature offers mobile access to the line's Key Performance Indicators (KPIs) in the Brückner ONE Support App. The customer can review the follwing actual operating status:

- TDO Speed
- Output on Winder
- Film Thickness
- 2-Sigma Value
- Time to Next Roll Change
- Product Name
- Winder Good Film

In case the Performance Cockpit option is booked for more than one line of the same customer, equipped with Brückner ONE, the status of each line can be monitored.

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