



TAKE CARE OF YOUR PRODUCTION IN
TOTAL AUTONOMY

BLMportal

Service digitization is a key factor for maintaining competitiveness. In this context, the possibilities offered by new technologies combined with the strong drive towards digital evolution in an Industry 4.0 perspective, are redefining the level of interaction between suppliers and customers with new tools aimed at maximizing production efficiency.

*BLM GROUP has always been at its customers' side with innovative tools capable of ensuring they maintain a competitive edge and responding to their need for prompt answers by providing 24/7 support on the **BLMportal**.*

BLMportal is a platform that exploits new technologies to offer a wide range of services in addition to production statistics for its machines.

BLMportal can be easily accessed from any device, either fixed or mobile. It offers customers a privileged access point to request immediate assistance for their machines. Customers can also **open service tickets** with a few simple clicks with the portal immediately transmitting the necessary information to the respective service team to speed up interventions and monitor progress.

With BLMportal, customers can keep track of production statistics, access their machines' active services, keep abreast of available operator training courses, obtain the latest technological innovations and software updates, and download all machine documentation (manuals, certificates, etc.).

All GROUP customers can activate their BLMportal immediately and free of charge. Access can be configured, making the portal an important tool for ensuring **each company user can operate according to their area of competence**. Customers can define different access levels with different views of the various areas of the portal according to the tasks of their employees.

A look at the main sections of the personalized area

In the **“My Machines”** section, customers have access to all the key information on the machines they purchased. Specially, they can see the name of the machine, serial number, year of purchase, warranty status and all active service and maintenance items.

On the machine page, customers have access to applicable content, technical documentation, diagrams and machine manuals. They can also

access available training courses and the latest technology or, if necessary, open a service ticket with one click.

Similarly, in the **“My Software”** section, customers can view information specific to the software modules they have purchased, download updates and relevant documentation and register for available training courses for their products.

In the **“Technical Support”** section, customers can open a support ticket, monitor progress and view the history of previously processed tickets. Each ticket contains all the detailed information including time, date, who opened it and current status.

Within the last section, **“BLManalytics”**, customers can monitor the production data of the machines in real-time with the aim of **optimizing facility utilization and production by monitoring general usage trends**, highlighting possible critical areas and identifying potential improvement opportunities, all to allow the customer to make quick, targeted and effective strategic decisions.

BLManalytics can also be used to compare the customer's different production systems and any one system at different moments of time to identify the events that influenced the overall productivity of the machine during the defined period of use.

BLMportal 360° production is just a click away!

Perfect for taking care of production in complete autonomy, accessible anywhere and anytime. It offers sound support to operations and teams. BLMportal opens up a new level of interaction between BLM GROUP and its customers. It is the easiest and most immediate way to keep production at peak efficiency.

