

# Media Release

## **New Leadec.os platform digitizes complete service process**

*Stuttgart, Germany, 2020/07/15 – Leadec offers its customers a new end-to-end solution which digitizes all service processes across systems. With Leadec.os, the industrial service provider creates maximum transparency regarding service planning and documentation – from the first offer to invoicing. Customers can use the data obtained to continuously improve their own production processes.*

Data is the basis of modern manufacturing. While manufacturing companies mainly rely on information from machines and plants for this purpose, support services have so far mostly been considered separately. With Leadec.os, Leadec has created a cloud-based solution with which customers can also digitally view and control all relevant service processes connected with production – and intelligently use the data obtained. The platform is based on Salesforce technology and comfortably creates an interface with existing systems. An own IoT home cloud, which Leadec operates to optimally connect to the industrial companies' cloud environments, complements the new platform and makes the collaboration particularly efficient. "Leadec.os offers the opportunity to combine information from a variety of systems and process it consistently," explains Markus Hucko, COO of Leadec, "allowing our customers to see the status of our services at any time with the corresponding audit-proof documentation."

### **Many features and intuitive**

Via the easy-to-use customer portal, Leadec.os users access the different areas and can trigger orders as required – even on mobile devices. The platform displays all assets, informs about maintenance needs and potential incidents and documents services provided in real time. The collected data also enables a comprehensive analysis across sites, for example of plant availability, and reveals potential for optimization. There are practically no limits to the scalability of Leadec.os: Additional services and plants can be easily integrated for customers at any time. "With this solution, we are best in class and create real added value for our customers who digitize across all areas," confirms Markus Hucko.

## About Leadec

Leadec is the leading provider of technical services for the automotive and manufacturing industries. The company, which is headquartered in Stuttgart, employs about 20,000 people worldwide. In 2019 Leadec earned sales of around EUR 900 million. For almost 60 years, Leadec has been supporting its customers along the entire production supply chain. The service provider is based at more than 300 sites, often directly at the customers' plants and facilities.

Leadec's global services comprise: Engineer (Production Planning & Optimization, Automation and Production IT), Install (Electrical Installation, Mechanical Installation and Relocation), Maintain (Production Equipment Maintenance and Technical Cleaning), Support (Technical Facility Management, Infrastructural Facility Management and Logistics) as well as other local services. The services are provided either in projects or permanently on site at the customer's premises.

For more information about Leadec go to: [www.leadec-services.com](http://www.leadec-services.com)

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## Images



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