

# ProPlant Service Management System.

CUSTOMER SERVICE



# Individual and trendsetting.

## Higher operation reliability to lower costs.



### **Optimal maintenance made easy**

The ProPlant Service Management System has been developed by Bühler to provide optimal maintenance support in plants processing grain, animal feeds, bulk materials, rice, pasta, cocoa, and chocolate as well as in bulk storage facilities. An easy-to-use interface enables the planning and management of all maintenance jobs to be controlled quickly and effectively. Bühler always installs the ProPlant Service Management System in accordance with the company's specific requirements. Customized additions to non-Bühler installations and the possibility of including additional job cards offer a wide range of expansion options.

### **Less downtime increases productivity**

With proactive maintenance jobs, the ProPlant Service Management System thinks a step ahead. Clear parts and resource management of planned maintenance jobs increases operating reliability, reduces unplanned downtime, and enhances productivity.

### **Maximum flexibility at different levels**

In order to enable customers to immediately respond to all possible contingencies, the ProPlant Service Management System offers maximum communication flexibility at different levels of ERP systems. Additionally, all operation manuals and spare parts catalogs are available with the click of a mouse.

### **Training by Bühler experts**

Bühler experts install the ProPlant Service Management System within one day and train the employees involved during two additional days. After training, one employee can assume training duties for the company. In case of emergencies, Bühler offers remote maintenance or, if required, direct on-site services.



# Quick and convenient.

## Quick overview at a single click.

**Maximize your success with minimum manpower. Operation of the ProPlant Service Management System is convenient as it creates transparency and fine-tunes operating processes. The data that are important for all employees involved is just a mouse click away.**

### **The benefits at a glance:**

- Plug & Play  
Customer-specific installation of the ready-to-use system including all the documents.
- Cloud benefits  
Automatic online updates including daily data backups.
- Maximum availability  
Higher productivity due to less unplanned downtime and detailed job cards.
- Transparency  
Reports on maintenance jobs completed, spare parts used, labor hours logged with additional tasks and orders triggered.
- Flexibility  
Communication with ERP systems at different levels and integration of non-Bühler installations.
- Certification (IFS)  
Comprehensive history of the maintenance jobs completed.



### **Additional features:**

- Suitable for single systems and system clusters
- Multi-user capabilities with simultaneous utilization by several users
- Resource planning based on calendar intervals or machine service hours
- Clear job instructions including recommended spare parts
- Creation of additional job instructions for non-Bühler machines
- Document management with integration of necessary documents and their certificates.
- Spare parts inventory management
- Interface with BEPOS online shop

Bühler AG  
Customer Service  
CH-9240 Uzwil, Switzerland  
T +41 71 955 30 40  
F +41 71 955 33 05  
[service.gp@buhlergroup.com](mailto:service.gp@buhlergroup.com)  
[www.buhlergroup.com](http://www.buhlergroup.com)

