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bauma 2022: Bomag digitises service

Boppard, 24.10.2022: In keeping with the motto, "The uptime people - we keep you running", Bomag will present innovative and proactive service solutions at **bauma 2022**. The focus of all service activities is on maximising "uptime". The primary aim is to continuously optimise machine availability and reduce downtimes to a plannable minimum. In the course of the digital transformation, Bomag will in future increasingly use intelligently networked machine and user data. Customers will benefit from smart services based on this valuable information, which will enable a new level of customer orientation and individualisation. Nevertheless, the "people behind the machine" and their comprehensive knowledge remain the key success factors in Bomag's modern, digital customer service: experienced experts consistently guarantee good, reliable service. Visitors to stand FS 1009 have the opportunity to discover the digital solutions Bomag has to offer, either to speed up service processes or provide concrete support to service technicians and users in the field and on the machine itself.

Efficient fleet management with Bomag Telematics NG (Next Generation)

Bomag's new fleet management solution, with improved connectivity and a modern and intuitive user interface, lays the foundation for the smart service solutions of tomorrow. Bomag Telematics NG can also be used for machines from other manufacturers or integrated into existing telematics solutions.

Uptime Centre in Europe to commence operation in 2023

From the beginning of 2023, Bomag will use the data from its Telematic NG and create the first Uptime Centre in Europe. Machine data will then be continuously recorded here and evaluated by Bomag service experts. If the data indicates a need for maintenance or repair, Bomag Service will contact the customer and discuss the next steps.



This smart service, known as Realtime Support, is initially available in the core European markets and covers all Bomag production machines, such as pavers, planers, refuse compactors and stabilisers. In addition to proactive machine monitoring, Bomag also offers regular machine reports and individual recommendations for action for customers to ensure the long-term efficient operation of the machines.

Always prepared with Bomag's Service 4.0 app

The digital "first-aid" tool for tablets and smartphones: Bomag's Service 4.0 app has been available free of charge in the Apple Store and Playstore since September 2022. It provides quick access to machine-specific service information. This makes it much easier to diagnose faults and find solutions quickly. The benefits of the innovative service app quickly pay off: it keeps Bomag machines ready for operation anytime and anywhere and increases uptime. In addition, the new mobile companion enables users to read out error codes directly with a QR code scanner and receive precise descriptions of solutions or recommendations for action. It can then easily identify required replacement parts.

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Press photos:

01_Service_BOMAG.jpg

Caption: The "people behind the machine" and their comprehensive expertise ensure optimum machine availability at all times and reduce downtime to a plannable minimum.

(Photo: BOMAG)

02_Service_BOMAG.jpg

Caption: Improved connectivity allows users of BOMAG Telematics NG to keep track of the entire machine fleet at all times. (Photo: BOMAG)

03_Service_BOMAG.jpg

Caption: Everything under control - with the Service 4.0 app, you have constant access to all machine-relevant service information. (Photo: BOMAG)



About BOMAG

Bomag is a global construction machinery manufacturer and technology partner for the road-building and earthmoving industries, headquartered in Boppard, Germany. In addition to its focus on earth and asphalt rollers, planers, pavers and walk-behind compaction technology, the company offers a complete portfolio of stabilisers or recyclers and machines for refuse compaction. The company's machines and digitisation solutions facilitate the efficient and responsible expansion of road and transport infrastructures.

Bomag has been writing history in compaction technology with innovative solutions for over 60 years and leads the industry with innovative digital services for the networked construction site. These include intelligent compaction control systems like the Asphalt Manager, which the company introduced as far back as 2001, Ion Dust Shield technology for reducing fine dust pollution during cold milling, and currently, cloud services for intelligent real-time documentation on the construction site.

Bomag machines are highly regarded in many areas of the construction industry, landscaping, agriculture, municipalities and the waste disposal and recycling industry.

Founded in 1957 as "Bopparder Maschinenbau-Gesellschaft mbH", the company today has six branches in Germany and is globally active with 12 independent subsidiaries. With its 2,300 employees worldwide and a sales and service network of over 500 dealers in 120 countries, the company offers its customers competent and responsive service on site. Bomag builds its machines in its own production facilities in Europe, China and the USA, and is part of the French Fayat Group.

Press contact:

BOMAG GmbH

Hellerwald

D-56154 Boppard

Judith Rheingans

Head of PR & Content Management

Tel: +49 6742 / 100-8719

Email: judith.rheingans@bomag.com

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