DIGITAL ASSISTANT

PYNR develops digital solutions precisely tailored to the demands of pharmaceutical production. Falk Pfitzer, Senior Sales Manager of Harro Höfliger's corporate startup, offers insights into the new software platform.

How did the idea for the new platform emerge?

In multiple discussions with customers, we identified a great need for digitization directly at the machine in pharmaceutical production. And this is precisely where our new platform comes in: on the shop floor, where the data arises. "Tapping the source" enables rapid response to events in real time, among other things. This way the platform helps analyze machine data, detect problems early on, provide guidance as a digital assistant, and much more besides. In a nutshell: It improves machine handling and boosts efficiency. The apps are usable on all internet-capable devices, even with smart glasses.

How is the system structured?

The linchpin is our app manager. It offers pre-installed tools like the audit trail, which completely documents changes to data. What's more: You can extend the manager to include individual functions and organize it according to your own needs. Another highly individual feature is the integrated user management. A machine operator, for instance, is often interested in different data than the production manager. The platform contains information individually tailored to each of them. We connect customer systems for user management via an interface.

What is a specific use case?

"Guided troubleshooting" provides operators with step-by-step instructions, enabling them to correct errors. This reduces downtimes and conserves resources. Such real-time responses on the machines also reduce scrap, which benefits the environment. A guided approach is not only suitable for troubleshooting, however – customers can also use it for efficient format changing and for machine maintenance, as examples. Our platform perfectly complements our Customer Service applications.

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