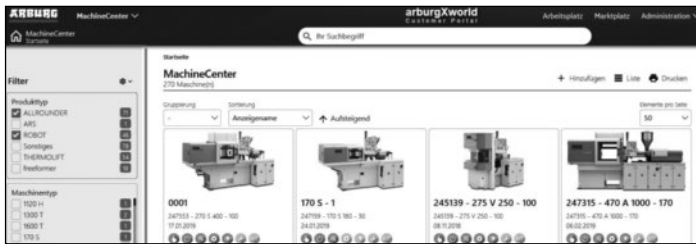# arburgXworld

ARBURG customer portal apps and packages

ARBURG

AT A GLANCE

Always up to date: the virtual representation of your machine fleet is sourced from ARBURG.
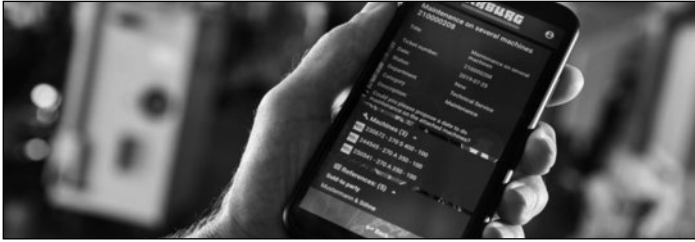

Always interactive: Easy and reliable navigation, e.g. through spare parts catalogues with exploded drawings in the Shop.
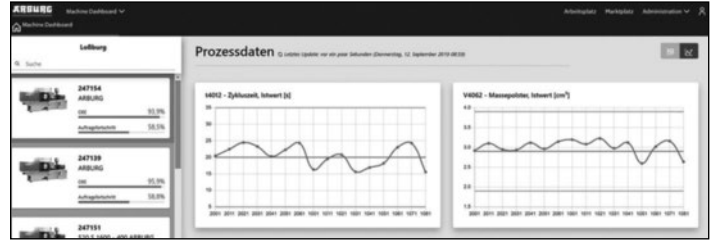
arburgXworld – your digital platform

Our "arburgXworld" customer portal gives you access to a wide range of digital services that make your daily work easier – across the entire value chain.

Basic	Our extensive free "Basic" package makes it easy for you to get started. Central apps such as our Shop and ServiceCenter provide a better overview right from the start, make communication easier, increase flexibility and speed up responses. And they're accessible 24/7!
Premium	Would you like to increase the utilisation rate of your machines? Are you looking for calculation tools and knowledge databases for the efficient organisation of your production processes? Our "Premium" package provides the ideal basis for this. With features such as virtual machine control and the machine layout wizard, you can save valuable production and working time.
Premium Connect	As a pioneer in digitalisation, we equip new ALLROUNDERs with basic connectivity via an IIoT gateway as standard. In combination with the Premium Connect package, you can access information about the status of your machines on the go as well as analyse and seamlessly document your processes live.
Enterprise	Do you have special requirements or do you need packages and support services that are tailored to you? Then get in touch with us (support_portal@arburg.com). We can also work with you to develop individual solutions for your needs.

AT A GLANCE

Always accessible: Tickets can also be started on site directly at the machine using mobile devices.

Always transparent: Reliable information on the current status of production.

Direct and rapid help: The "arburgXworld" customer portal has the right tools at the ready for a wide range of business areas and tasks.

	MachineCenter	ServiceCenter	Shop	Calendar	Configuration	SelfService	ProcessLog	VirtualControl	MachineFinder	DataDecoder	MachineDashboard	AnalyticsCenter	ALS-Dashboard
Operator	■	■		■		■	■				◼	◼	▦
Maintenance, servicing	■	■	■	■		■					◼		▦
Fitter, process engineer	■	■	■				■	◼	◼	◼	◼		▦
Work preparation/planning	■			■	■			◼	◼		◼	◼	▦
Quality assurance	■	■					■	◼		◼	◼	◼	▦
Production management	■	■	■	■	■	■	■	◼	◼	◼	◼	◼	▦
Purchasing	■		■						◼				
Product development	■					■			◼			◼	
Sales	■								◼		◼		▦
Management	■					■					◼	◼	▦

■ Free of charge ◼ Subject to a charge ▦ Only with ARBURG host computer system (ALS)

OVERVIEW OF PACKAGES

	Basic	Premium	Premium Connect
MachineCenter			
-- Automatically updated overview of your own machine fleet (ARBURG products)	■	■	■
- Machine documentation (from 2017), interactive spare parts list, declaration of conformity – also on the move[1]	■	■	■
- Expanded documentation: "digital machine file" – also on the move[1]	---	■	■
- Equipment features for machines	---	■	■
- Customer-specific designation of machines	---	■	■
- Inclusion of user's own equipment	---	■	■
- Association of user's documents, notes and links with machines and equipment	---	■	■
- Transparent grouping of system components to create constellations	---	■	■
- Testing of assistance packages (180 days)	---	■	■
ServiceCenter			
- Service and application tickets recorded with attachments	■	■	■
- Overview of ticket status and -history	■	■	■
- Ticket creation and interactive photo documentation directly at the machine[1]	■	■	■
Calendar			
- Overview of planned service calls and ARBURG events	■	■	■
- Overview of spare parts deliveries with shipment tracking – also on the move[1]	■	■	■
- Download appointments for import into customer calendar	■	■	■
SelfService			
- Suggested solutions for machine controller error messages	■	■	■
- Guided troubleshooting	■	■	■
Shop			
- Exclusive special offers	■	■	■
- Ordering spare parts online – baskets for user groups possible	■	■	■
- Direct information on: prices, availability, and order history	■	■	■
- 3D previews and spare parts catalogue with exploded drawings	■	■	■
- Advice on OCI (open catalogue interface) integration	□	■	■
- With ready2go access to stock and used machines	■	■	■
Configuration			
- Guided configuration of standardised machine offers including accessories	■	■	■
- Request online quotes for configured machines	■	■	■
- Online ordering of configured machines	■	■	■

■ Series   □ Option

1) Available in the ARBURG Service App for iOS and Android devices

OVERVIEW OF PACKAGES

	Basic	Premium	Premium Connect
VirtualControl			
- Creation and optimisation of machine data sets	---	■ [2]	■ [2]
- Downloading and uploading data sets	---	■ [2]	■ [2]
- Automatic comparison with current software status of the machines	---	■ [2]	■ [2]
DataDecoder			
- Display of important parameters in machine data sets	---	■	■
- Direct comparison of up to five data sets with filter function	---	■	■
- Export of data sets in csv or xlsx file format	---	■	■
MachineFinder			
- Assistant for machine design - size of clamping and injection unit	---	■	■
- Material database with plasticising data	---	■	■
- Search of your own machine fleet (ARBURG products)	---	■	■
ProcessLog – specially for freeformers			
- Display of build jobs with process and machine data	■	■	■
- Reports on build jobs in PDF format	■	■	■
- Archiving of build jobs	■ <=10	□ >10	□ >10
- Graphical visualisation of build jobs and export as csv file	---	□	□
- Printing of labels to identify the parts	---	□	□

■ Series   □ Option

2) For 1 user/session, more optional

MACHINE-RELATED EXPANSIONS AT A GLANCE

	Basic	Premium	Premium Connect
MachineDashboard[3]			
- ALLROUNDER status information	---	---	■[4]
- Graphical visualisation of the production process in trend diagrams and export of values in csv file format	---	---	■[4]
- Access across locations	---	---	■[4]
AnalyticsCenter[3]			
- Continuous process documentation – unlimited number of cycles	---	---	■[4]
- Individual starting and stopping of process documentation	---	---	■[4]
- Online identification and analysis of anomalies in the process in trend diagrams	---	---	■[4]
- Export of process documentation in csv or xlsx file format	---	---	■[4]
ALS dashboard[5]			
- Status information and important production indicators	---	---	☐
- Graphical visualisation of the production process in trend diagrams	---	---	☐
- Access across locations	---	---	☐
- Connection of external machines	---	---	☐

3) Requirements: ALLROUNDER with "Basic connectivity via IIoT gateway" (standard for new machines)
4) For 10 ALLROUNDERs, more optional
5) Requirements: "Cloud connectivity" module ARBURG host computer system (ALS) – Manufacturing Execution System (MES)

■ Series   ☐ Option