Customer Portal Quickstart Guide

Ei3 Corporation

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Section 1 - Dashboard

The **Dashboard** allows users to get a deeper look at the statistics of an individual machine.

The page has four sections: **Production**, **Trends**, **Helpline Plus** (**Remote Service)**, and **E-Services Plans**.

The Dashboard page.

Production

The Production section displays the machine's production statistics over the past 24 hours. This section includes important information involving the machine's **OEE** (Overall Equipment Effectiveness), which is made up of three main components: **Availability, Performance, and Quality**. These factors are used together to calculate a machine's OEE. For more information on this process, see the OEE Primer.

Availability

Here, the machine's operating time is displayed and compared with the plant's operating time. A percentage value is shown signifying the amount of time the machine has been in operation versus the overall plant operation time.

Performance

Performance is calculated by dividing the machine's average speed by its maximum speed.

Quality
Quality is calculated by measuring the amount of good material produced divided by the total amount of material. These numbers can be edited in the **Job Management** menu to allow for manual input of other important values such as scrap material.

Trends

The Trends graphs provide information on your machine's **OEE**, **Availability**, **Performance**, and **Quality** over time. By selecting a time interval from the buttons above the graph, you can easily change the time period you would like to view. Additionally, the **Jobs** selection allows you to view each of the machine's jobs, as well as their individual **OEE**, **Availability**, **Performance**, and **Quality** values. Instead of using time values for the X-axis, the graph will display a list of the machine's most recent jobs. Clicking the **Export Data** button to the top right of the graph will save displayed graph data in an Excel document.

Remote Service (Helpline Plus)

This section displays the number of remote sessions with this machine over the past 30 days or the last 12 months.

E-Services Plans

Displays the current E-Services plans in effect for a machine, and when these services expire.

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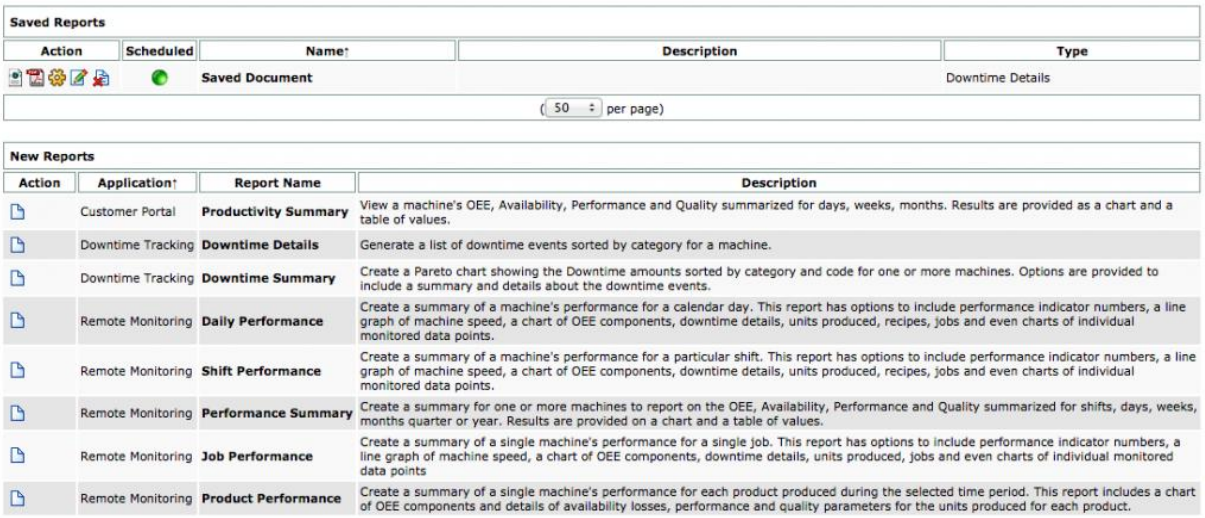
Section 2 - Reports

The **Reports** section is one of the most useful features of the e-services platform. Powerful configuration tools allow users to meet their particular business needs and schedules. Using the **automatic delivery** and **shared reports** features, reports can be dispatched via email to your designated list of recipients.
Reports are highly configurable, and one report can be created to fulfill many different needs. Some reports allow for multiple machines to be included in the same report, while others will require that you select a single machine. Simply select the report you'd like to generate and follow the step-by-step report creation process, selecting desired parameters as you go. To create a report, click on the icon from the **Actions** column next to the desired report.



Saved Reports

Action	Scheduled	Name	Description	Type
		Saved Document		Downtime Details

(50 per page)

New Reports

Action	Application	Report Name	Description
	Customer Portal	**Productivity Summary**	View a machine's OEE, Availability, Performance and Quality summarized for days, weeks, months. Results are provided as a chart and a table of values.
	Downtime Tracking	**Downtime Details**	Generate a list of downtime events sorted by category for a machine.
	Downtime Tracking	**Downtime Summary**	Create a Pareto chart showing the Downtime amounts sorted by category and code for one or more machines. Options are provided to include a summary and details about the downtime events.
	Remote Monitoring	**Daily Performance**	Create a summary of a machine's performance for a calendar day. This report has options to include performance indicator numbers, a line graph of machine speed, a chart of OEE components, downtime details, units produced, recipes, jobs and even charts of individual monitored data points.
	Remote Monitoring	**Shift Performance**	Create a summary of a machine's performance for a particular shift. This report has options to include performance indicator numbers, a line graph of machine speed, a chart of OEE components, downtime details, units produced, recipes, jobs and even charts of individual monitored data points.
	Remote Monitoring	**Performance Summary**	Create a summary for one or more machines to report on the OEE, Availability, Performance and Quality summarized for shifts, days, weeks, months quarter or year. Results are provided on a chart and a table of values.
	Remote Monitoring	**Job Performance**	Create a summary of a single machine's performance for a single job. This report has options to include performance indicator numbers, a line graph of machine speed, a chart of OEE components, downtime details, units produced, jobs and even charts of individual monitored data points
	Remote Monitoring	**Product Performance**	Create a summary of a single machine's performance for each product produced during the selected time period. This report includes a chart of OEE components and details of availability losses, performance and quality parameters for the units produced for each product.

The Reports page, with an example of a saved report at the top.

Emailing Reports, Automatic Delivery & Report Sharing

To email a report, check the **E-mail Report** box, then fill in the input fields with the required information.

The **Automatic Delivery** feature is a useful tool to schedule and automatically send reports to specific email addresses on a regular basis (daily, weekly, or monthly).

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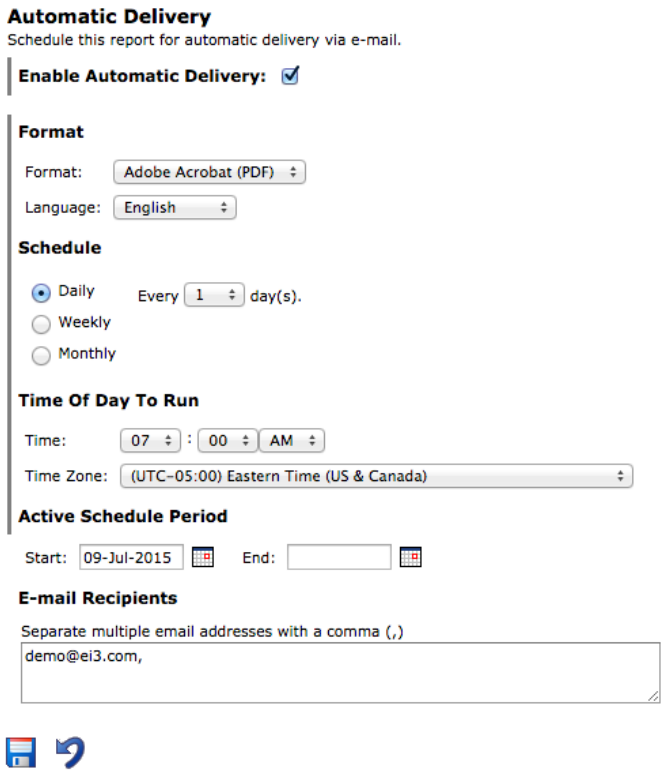
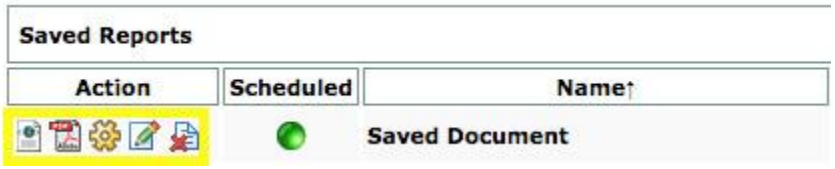


Under **Schedule**, it is possible to change the frequency at which the report will be sent out. Choose from **Every___day(s)** to input any number between 1 and 31. **Active Schedule Period** allows you to designate a duration during which reports will be sent by choosing a start and end date.

To **share** a report, click the icon. Fill in the required fields, then select a **Share level** option. This report will now be automatically shared with other users based on your selection.

Saved Reports

The **Saved Reports** tab displays all of the reports that have been saved within your user account. Under the Action column, several icons are shown which are described in more detail below.



View the report as a web page. Clicking the HTML (Web Page icon) will open the report up inside your web browser. This makes a quick and easy way to view a report. Also using this method, you can cut and paste elements from the report for your own use.

View as an Adobe Portable Document Format. This creates a PDF document that is ready to be shared with others as an email attachment, or saved for future use on your computer.

Configure the report. The chosen report configuration can be viewed and modified here. Specific report details can be added, changed or removed, and scheduled delivery or report sharing options can also be adjusted here.

Edit the report. Here, it is possible to change the name or the description of the selected report.

Delete the report. If you no longer need the report, it can be deleted by clicking on this icon.

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Section 3 - Helpful Tools

Mobile App

Ei3's Mobile Portal is a native mobile application that allows machine admins to remotely monitor the productivity of their machines, and puts factory floor productivity at your fingertips. Get information to make enlightened decisions about what's happening on the production floor, anytime, anywhere.

Key performance indicators and data points supporting best practices in lean manufacturing such as Overall Equipment Effectiveness are delivered to iOS and Android smartphones and tablet devices.

MILACRON
Google Play | App Store

ProTech
Google Play | App Store

BOBST
Google Play | App Store

ei3
Google Play | App Store

Tracker

Tracker is a Windows program that docks to the top or bottom edge of your desktop or notebook display and generates a continuous "ticker-tape" style crawl of user-configurable KPIs and / or data points from your machines. This tool is yet another way to monitor your machines with ease from any computer, any time.

Downloading & Configuring Tracker

To download Tracker, go to the **Tools** menu, and select **Tracker**.

Once you have downloaded the Tracker, it is easy to configure which data sets you'd like to see. After installing and running the program, right-click the tracker bar and select

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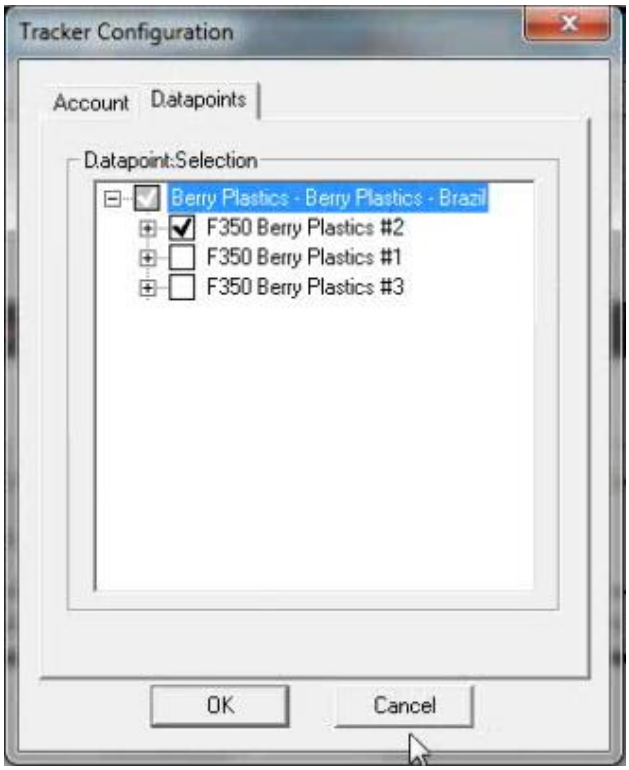
the **Configuration** option. Log in with your username and password, then select the data you'd like to view from the **Datapoints** tab.



Sample Datapoints tab from the Tracker configuration menu.

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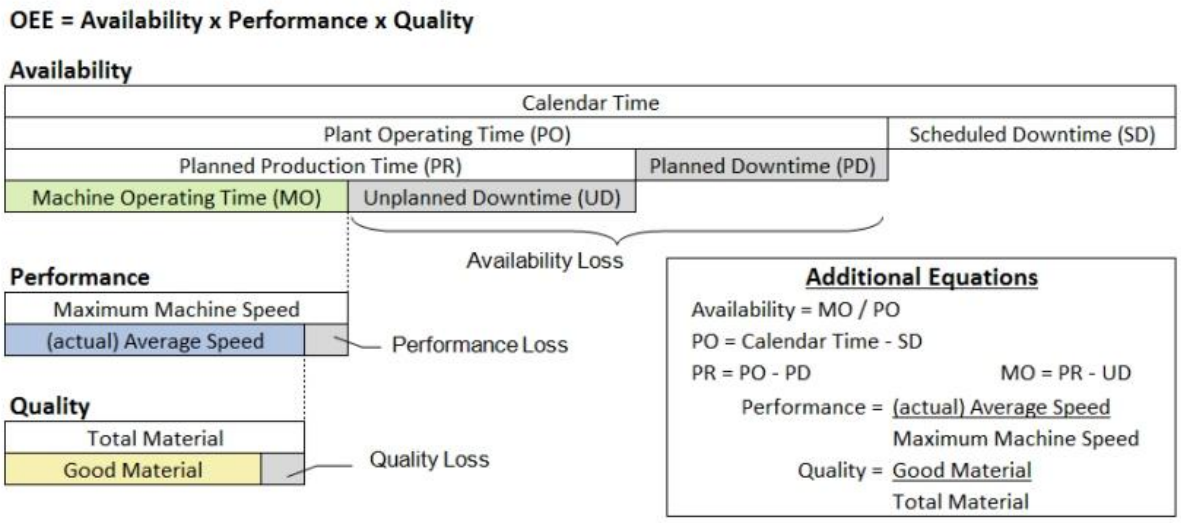
OEE Primer

Overall Equipment Effectiveness (OEE) is a Key Performance Indicator (KPI) indicating the overall operational performance of the machine. It takes into consideration the cumulative impact of three factors: the equipment's **availability** (percent of scheduled production time in which units are actually produced, also called the **Machine Operating Time**), **performance** rate (percent of material produced compared to standard) and **quality** (percent of good material produced compared to all material produced during the Machine Operating Time).

$$\boldsymbol{OEE} = \%\,\boldsymbol{Availability} * \%\,\boldsymbol{Performance} * \%\,\boldsymbol{Quality}$$

It is virtually impossible for any manufacturing process can run at 100% OEE. Many manufacturers benchmark their industry to set a challenging target, 85% is not uncommon.



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Final Notes

If you have any further questions, or need assistance with an issue not covered in this guide, contact customer support at e-services@ei3.com and we'll be happy to assist you.

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