



The Bend  
The Combi  
The Laser  
The Press  
The Punch  
The Shear  
The System  
**The Software**

## The Software

Prima Power Software solutions  
for maximize throughput



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# Next level. Next to you.

Prima Power is a leading specialist in machines and systems for sheet metal working. **Our offering in this field is one of the widest and covers all applications:** laser processing, punching, shearing, bending and automation.

The Group employs over 1,600 people and has manufacturing sites in Italy, Finland, China and the US, as well as a worldwide commercial and after-sales presence.

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## What can be found in this brochure

Software products for Prima Power machines, ideal for every production, programming, operator interface, production management and monitoring needs.

All Prima Power software products are in line with the underlying concepts of the Industry 4.0.

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# Proven Prima Power Quality

Prima Power has a history of providing our customers with the best software solutions to optimize the operation of their machines.

The ever-updated suite of software products from Prima Power provides a complete set of solutions covering all stages of sheet metal processing, from the connection to ERP systems, to the finished product and through the collection of production data.

Prima Power software solutions matches its extensive product line, from stand-alone machines to automated systems. Together, they provide optimum productivity and efficiency in terms of time and material savings.

The commitment that Prima Power dedicated to the design and development of software for its machines ensures significant benefits for the customer.

## OVERVIEW

Our software suite allows control of the entire production flow and monitoring of each stage of processing.

## UPDATING

Our software is continually updated to be aligned with the evolution of the machines.

## USABILITY

Prima Power software, all based on a common platform, are equipped with simple and intuitive interfaces, which ensure correct use even by unskilled operators. Some modules are developed specifically to be installed on mobile devices, tablets, and smartphones.

## CUSTOMIZATION

The development of proprietary software allows the possibility of creating any customization required by the customer.



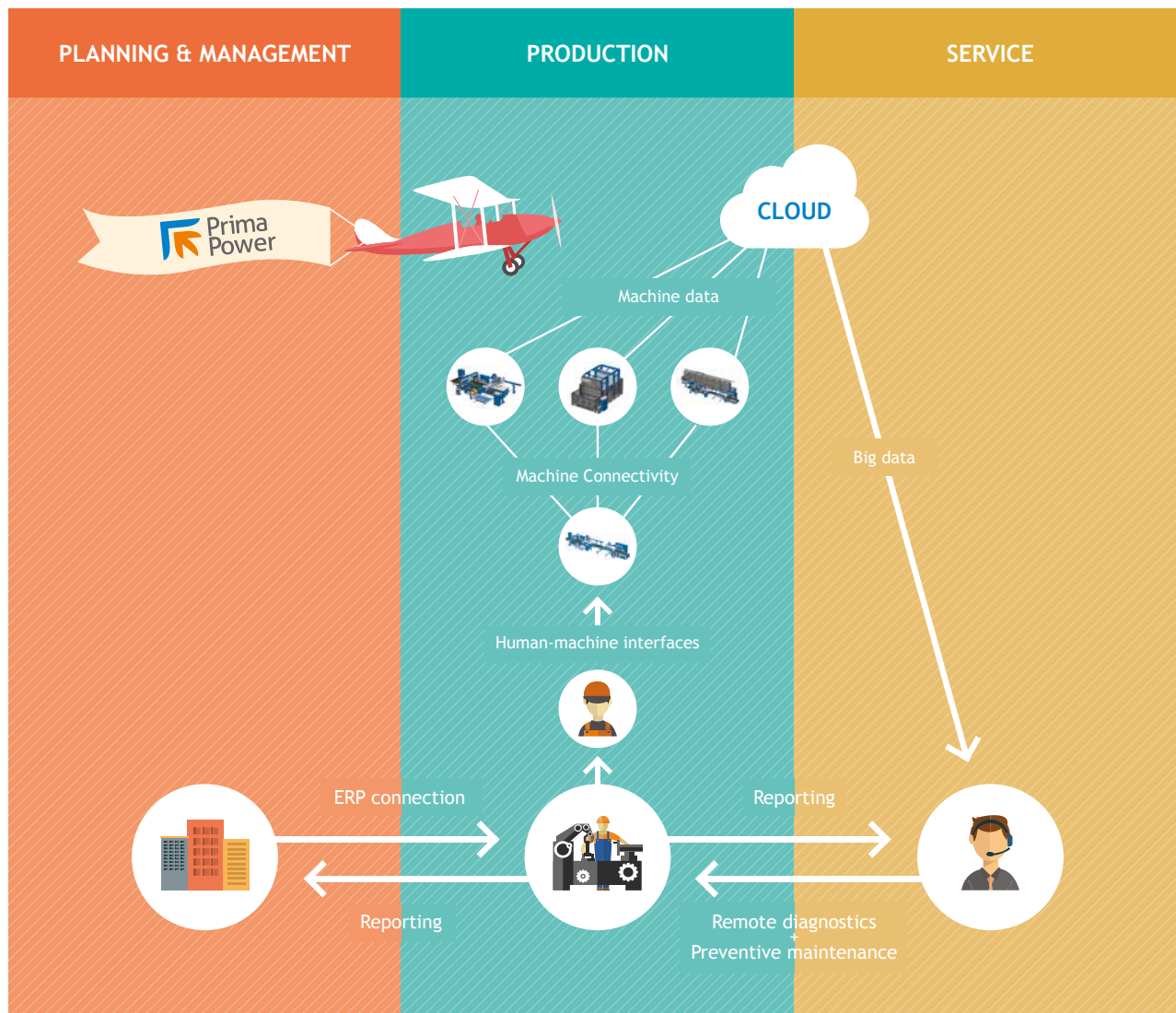
Prima Power software solutions decisively contribute to increase the efficiency of the production process, with clear benefits for environmental sustainability:

- reduction of energy consumption and material waste
- reduction of paper consumption through electronic reporting and file exchange for automatic connections





# Technology and solutions for Industry 4.0



Prima Industrie is compliant with the Industry 4.0 guidelines, helping its customers turn their production sites into smart factories: smart and interconnected machines and factory systems which, provided with sensors, are able to return a large amount of information (big data); increasingly powerful and optimized software; digital remote maintenance and diagnostics, also Cloud based. This allows significant benefits in terms of time and cost reduction.



# Proven Prima Power Quality for an efficient and functional ecosystem

The Prima Power software suite is a true ecosystem that provides the ideal solution to assist the customer in all phases of production, from offline programming to production data collection and reporting.

Prima Power software is developed for any customer use, including off-line, on-board, and on mobile devices.

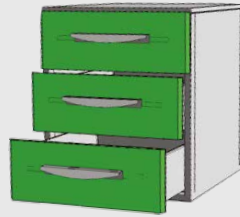
ERP connection	Offline programming	Planning	HMI	Production reporting	Production monitoring		2D laser machines	3D laser machines	Bending machines	Panel benders	Punching/shearing combi machines	Punching/laser combi machines	Punching machines	Systems
•	•					NC Express e <sup>3</sup>	•			•	•	•	•	•
	•					Master BendCam				•				•
	•					Prima Power 3D Cam		•						
		•	•	•	•	Tulus® Cell					•	•	•	•
			•	•	•	Tulus® Bend				•				•
			•			P30L	•	•						
			•	•	•	Tulus® Laser	•							
•			•			Tulus® Storage	•				•	•	•	•
•		•	•			Tulus® Terminal	•	•	•	•	•	•	•	•
•				•	•	Tulus® Analytics	•	•	•	•	•	•	•	•
	•	•		•	•	Tulus® Office	•		•	•	•	•	•	•



1

## ADVANCED PROGRAMMING

- NC Express e<sup>3</sup>
- Master BendCam



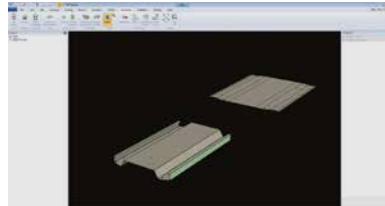
3D file format import

2

## ADVANCED PROGRAMMING

- NC Express e<sup>3</sup>
- Master BendCam

Unfolding



Nesting



3

## MACHINE CONTROL AND PROGRAM EXECUTION (HMI)

- Tulus® Cell, Tulus® Bend
- Tulus® Bend
- Tulus® Laser 2D, P30L
- Tulus® Storage
- Tulus® Terminal



4

## INDUSTRY 4.0

- Fleet management



## MANAGEMENT & MONITORING OF PRODUCTION

- Tulus® Office
- Tulus® Analytics



## ERP CONNECTION, PRODUCTION PLANNING & CONTROL

- Tulus® Office
- Tulus® Terminal



# Offline programming

## NC Express e<sup>3</sup>

The NC Express e<sup>3</sup> programming CAD/CAM system is an integrated, automated, and easy-to-use tool for the efficient management of Prima Power systems.

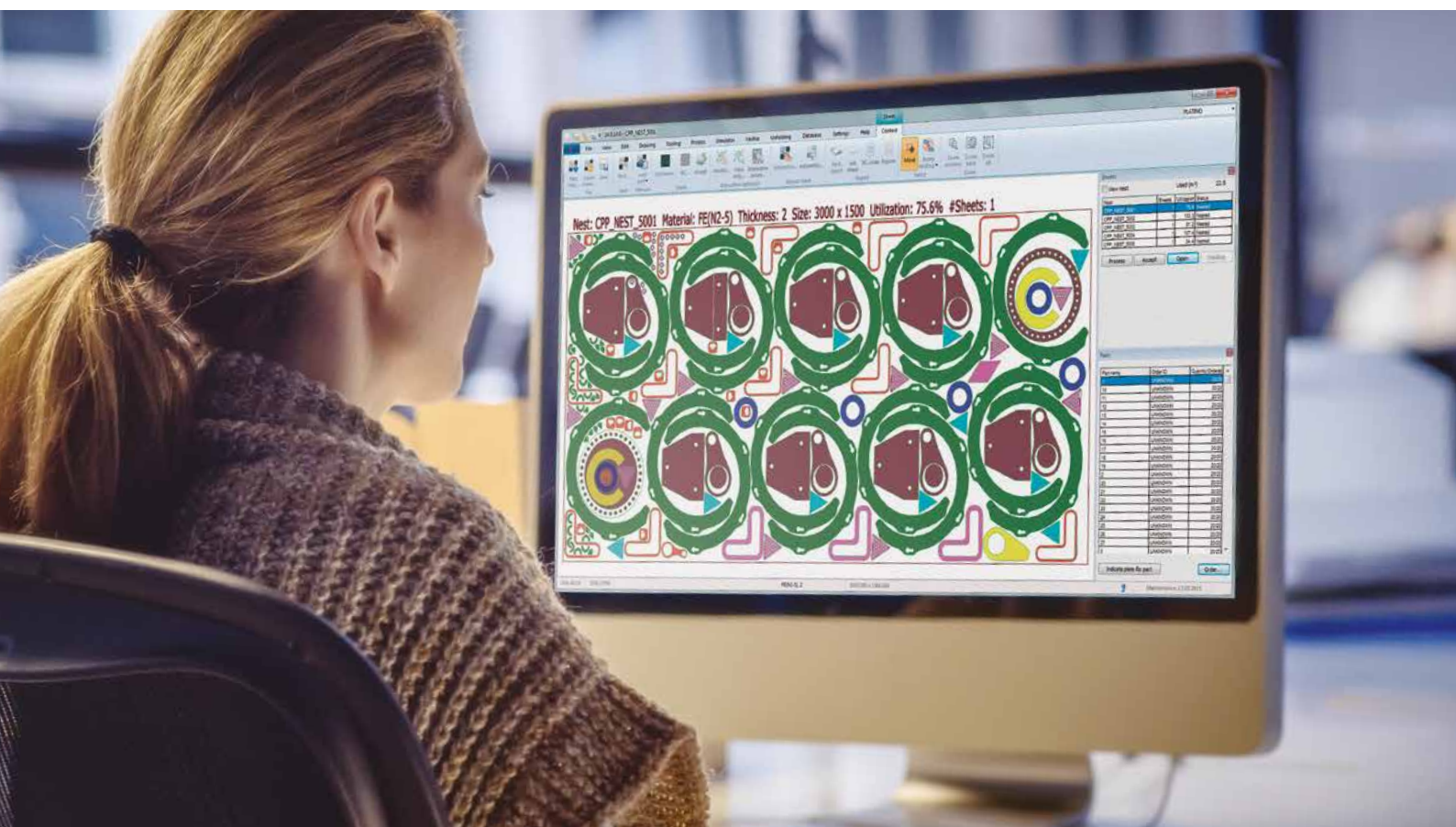
NC Express e<sup>3</sup> is a modular application: the system can be used as a single parts design program or as a fully automated machine programming system. In both cases, the result is the same: optimized automatic creation of NC codes.

### ✓ BENEFITS

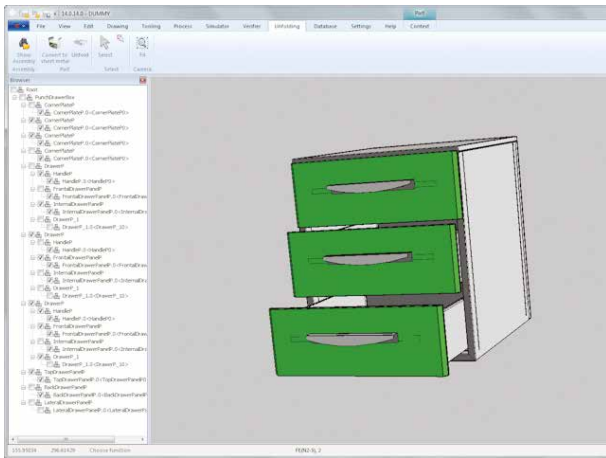
**Flexibility:** from manual part preparation and manual nesting to fully automatic processing.

**Support for all technologies:** unfolding, laser cutting, punching, shearing and robot pickup all in one package.

**Commitment:** commitment to support customer production from consultation, training, and support, all the way to customization.







## Import

NC Express e<sup>3</sup> allows the import of a wide range of 3D and 2D file CAD formats.

## Unfolding

You can create precise unfolded flat patterns either from an assembly or a single part model. Flat pattern holds all necessary information for further processing either on a punch, a laser or a shearing machine.

## Autotool

The automatic tool application process ensures the positioning of the robot gripper which is based on the geometry of the workpiece, on the punching strokes and deformation and the weight of the component.

## Nesting

NC Express e<sup>3</sup> comes with a powerful nesting module for free-form and sheared parts which reduces process time and material consumption.

## Optimize

NC Express e<sup>3</sup> is designed to make Prima Power systems as efficient as possible, including laser technologies, head up/down logic, repositioning, clamp moves, shear scrap hits, common line punch, common line laser cut, laser grid cutting, punch work chute sorting, laser drop door sorting, robot pickup, indexable Multi-Tool®.

## Postprocessor & Simulate

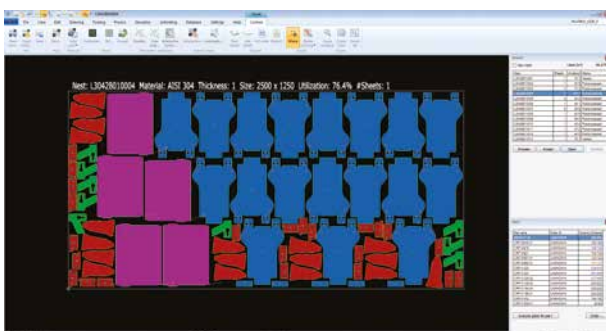
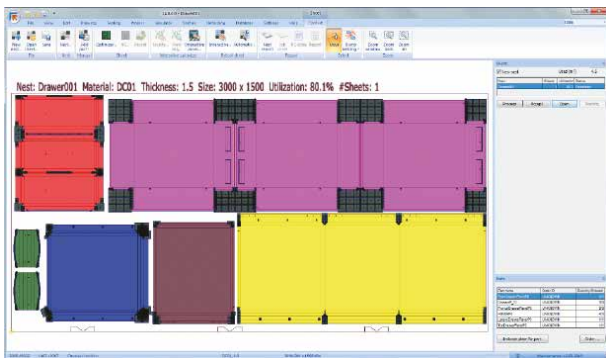
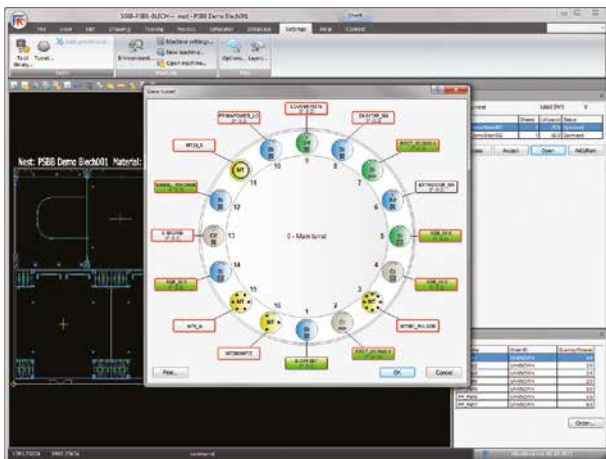
Reliable postprocessors proven and tested for Prima Power machines and visual simulation of NC program.

## Report

Fully customizable reporting for operators and management.

## Batch processing

Process 2D and 3D models in the background automatically making unfolding, tooling and nesting without manual work steps.





# Offline programming

## Master BendCam

Master BendCam is the easy-to-use programming system, with powerful interactive graphical techniques for managing the Prima Power panel benders.

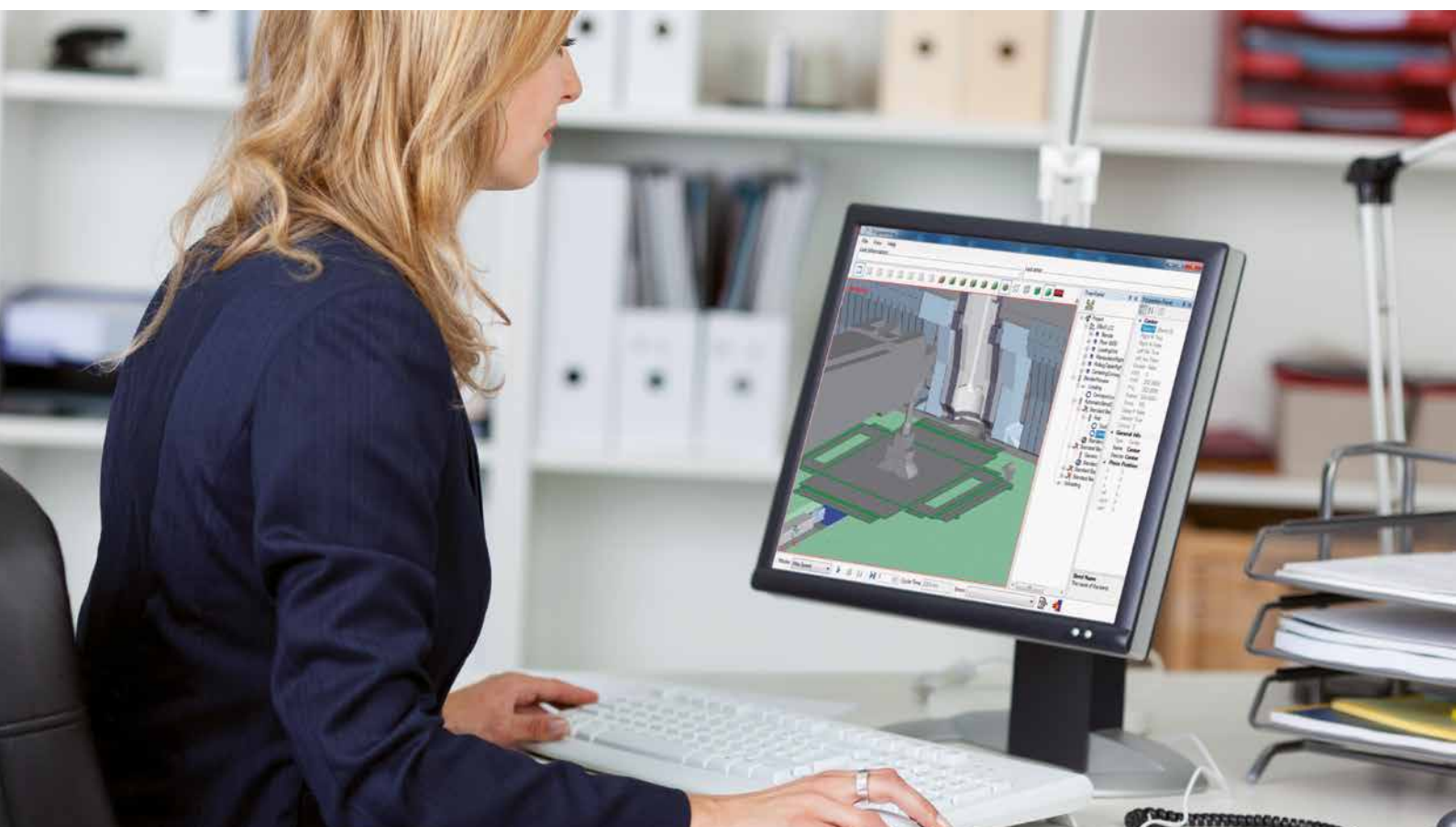
The system may be used as a single part drafting and tooling program or as a fully-automated machine tool management system. It simulates the machine processes in a real manner and generates programs with a greater degree of automation.

### ✓ BENEFITS

**Flexibility:** Master BendCam is a production management tool designed to have the maximum positive impact in terms of flexibility and efficiency.

**Simplicity:** simplified programming through interactive 3D graphics.

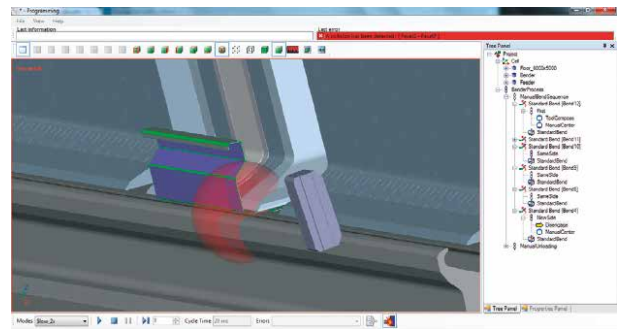
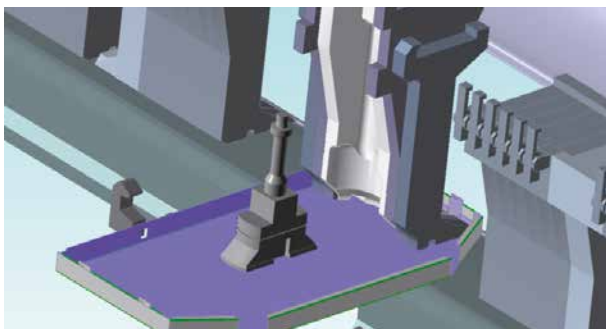
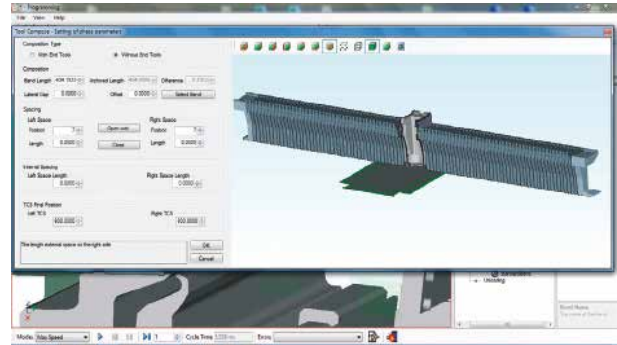
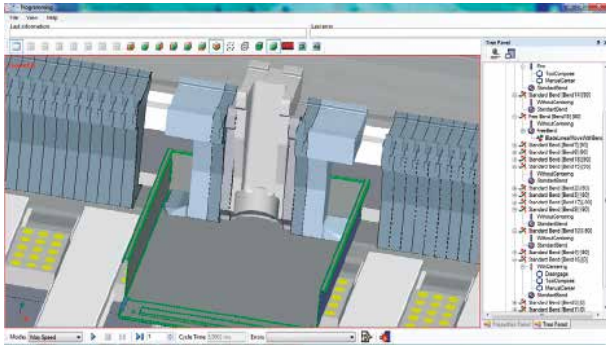
**Safety:** intuitive and secure tool configuration and collisions control system.







## FUNCTIONS



### Programming

The operator can introduce very elaborate bending sequences by modifying a limited number of parameters.

The sequence of scheduled operations (loading, bending, unloading, etc.) can be collected in a tree structure that allows easy program management (possibility to add or remove any operation at any time).

For complex programs, it is possible to create sequences of movements in “teach mode”, indicating the final point of each movement. This allows using all machine capabilities.

### Tools management

The operator can easily set and change the configuration of the machine by adding or removing tools through the graphical user interface.

The system allows intuitive calculation of the required tool composition and displays the status during working.

### Automatic parametric function

Master BendCam Parametric function allows to stretch X, Y dimensions with automatic internal holes and bumps management and automatic tooling.

### Simulation

The complete 3D simulation of the bending process allows better optimization of operations and quick correction of errors during off-line programming, thus saving time during the machining phases. The software automatically detects possible collisions between mechanical parts of the machine, and warns the operator.

The accurate calculation of the processing time allows to know the time required to process each part.



# Offline programming

## Prima Power 3D Cam (FastSuite Prima Power edition)

3D laser system can be used in the most varied applications, from cost-effective prototyping to highly efficient mass production.

The functionalities of FastSuite Prima Power edition are a perfect fit for these 3D laser systems: it supports the entire process from CAD data import to NC program optimization. An homogeneous data model ensures that a FastSuite installation can be extended to not only support Prima Power 3D laser machines perfectly, but also to include other processes such as press line automation and offline robotic programming.

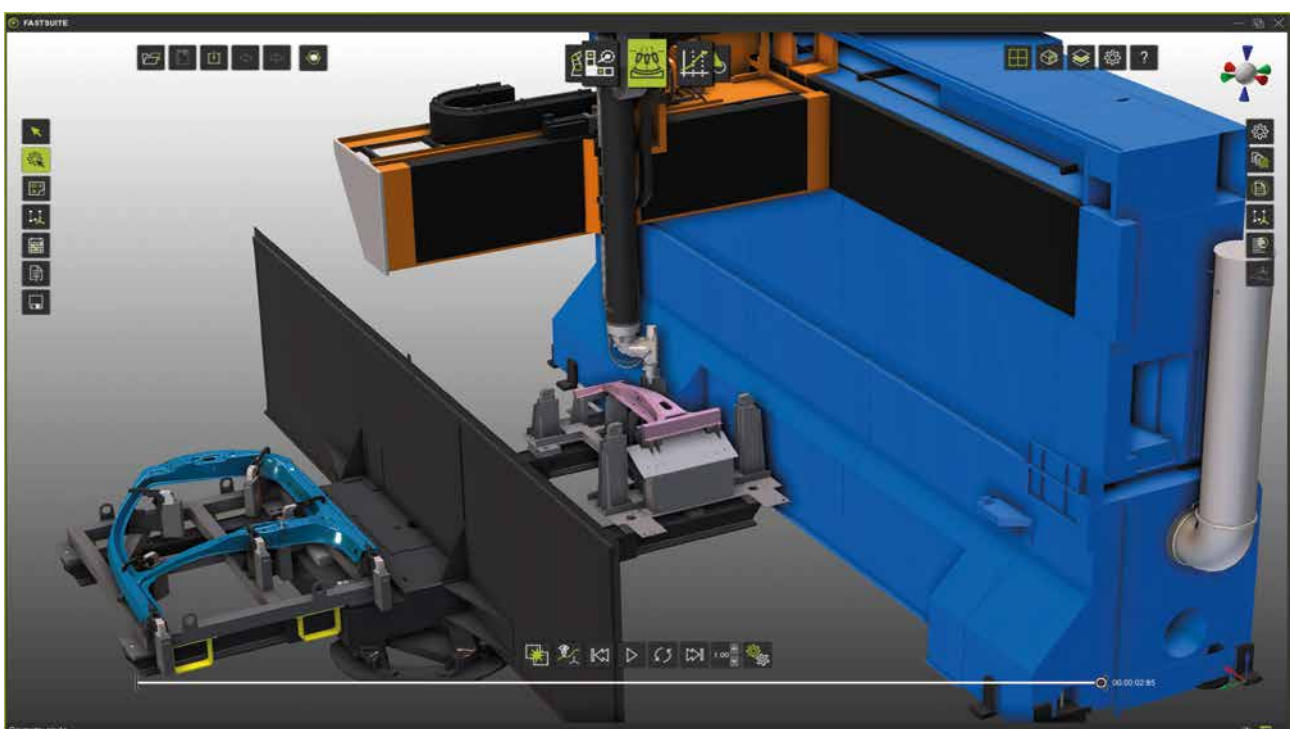
FastSuite Prima Power edition links together all the aspects of automation technology, like robot applications, machine automation and handling tasks, all in one user-friendly software solution.

### ✓ BENEFITS

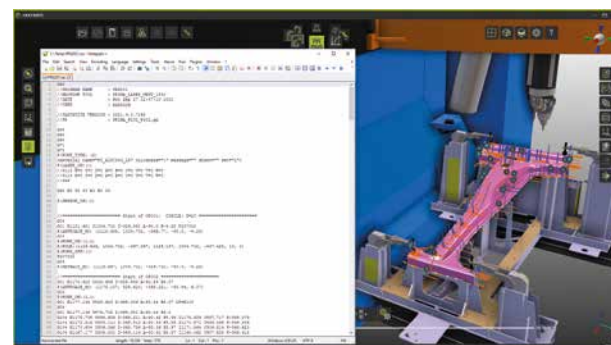
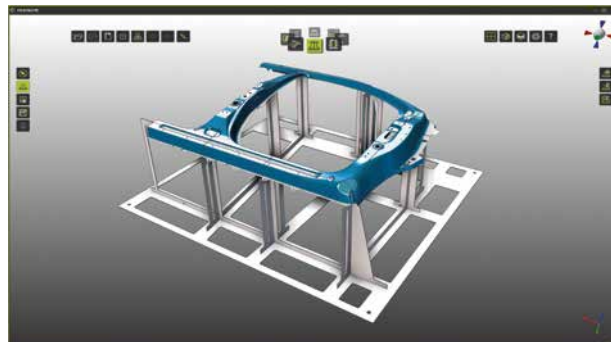
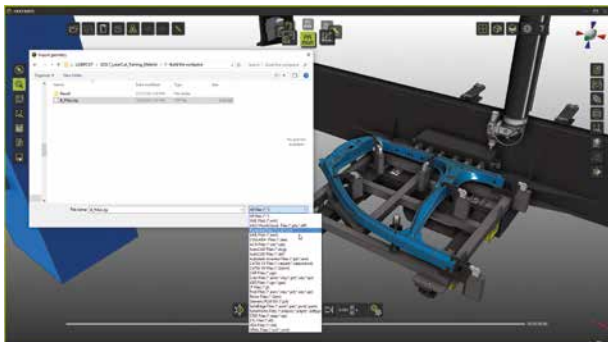
**Flexibility:** suitable for all Prima Power 3D laser machines: Laser Next family, Rapido, Optimo and Laserdyne family.

**Efficiency:** users can create, program and operate robots, machines, and production systems based on accurate, high performance simulations.

**Ease of use:** powerful simulation tool user-friendly programming function.







## CAD interfaces to import part and fixture designs

Standard interfaces are included in the base product, such as IGES, STEP and JT. Specific CAD interfaces are available as options to directly load CAD files from CATIA, NX, SolidWorks, Autodesk Inventor, Pro/Engineer and many more.

## Quick build-up for prototype fixtures

A sketch-based, template-driven fixture definition with multiple parameters to control plate build-up. The software automatically creates reliefs for cutting contours and weight reductions. An automatic nesting to cut plates on 2D machine or a DXF output of nested fixture is also available.

## Toolpath generation and optimization

Powerful and proven CAD-to-path algorithms enable a quick contour programming and provide full support of macro geometries, such as circles or slots. Manual teach-in functions (e.g. for pre-positioning and linking motions) are also included.

Partial or full simulation of single geometries, geometry groups, and complete programs along with high-performance collision control and issue monitoring, ensure error-free programs. Pre-defined laser parameters and technological events help provide a direct NC output for immediate execution on the machine.

## Machine Library and Postprocessors

Pre-configured postprocessors are available for all 3D machines from PrimaPower: The Laser Next family, Rapido, Rapido Evo, Optimo, Domino and Laserdyne family.



# HMI / Standard tools

The family of Tulus® machine user interface software solutions controls machine operations, tools, production orders, and stacking of finished parts. Thanks to a simple and intuitive touch screen interface, you can easily manage the parameters and configurations of the machine.

You can view machine status, alarms, axis coordinates, input etc. for a complete diagnostic.

Task list sets the working sequence of the machine, it shows all the automatic and manual production run tasks.

## Tulus® Cell

**HMI for punching, punching & shearing and punching & laser cutting machines**

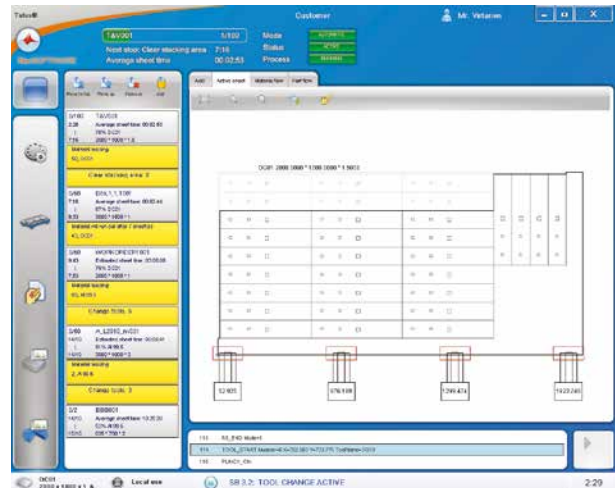
The tool management contains a tool management view, turret view, and tool library view. The tool management shows all the tools and tool parameters in the Tulus® database.

Synchronization of data on tools and turret between Tulus® and NC Express e³.

Computations of sorting positions after you change the sorting layout manually or edit part data or sorting parameters.

The stacking management automatically calculates the positions of the parts on the pallets. You can edit the sorting layout calculated by the stacking management also manually.

The program also allows you to manage the positioning of worked parts on the unload areas.



## Tulus® Bend

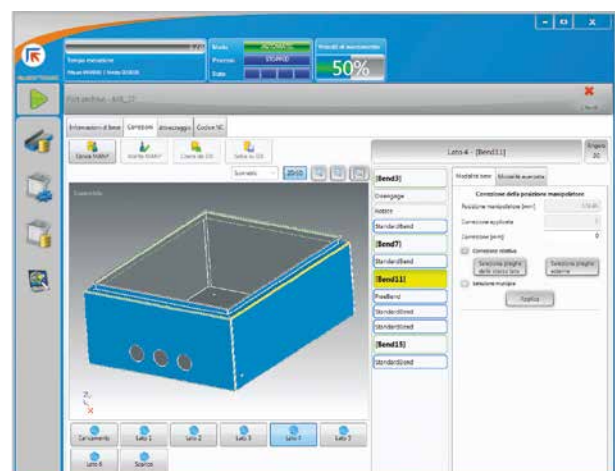
**HMI for panel benders**

Tulus® Bend works by task list; each task manages a part to be bent.

While the operator is making panel bender tooling and parts graphic check, Tulus® Bend guides him in a easy and contextual way by highlighting the buttons or the flow needed. Tulus® Bend shows machine status, alarms, axis coordinates, inputs, etc. for complete diagnostic purposes.

The program automatically compares the tools on board with the configuration set up during machine setup.

It is possible to che the bending parameters and the application of any corrections, and the tooling of the machine and the graphics of the parts.





# Tulus® Laser

## HMI for panel benders

The Task List shows all the automatic and manual production run tasks.

The Equipment status views show the status data of the machines and devices for the operation, tests, and diagnostics of the machine. These views are always specified by your machine assembly.

Working and Loading Areas of Pallet Change are easily and safely managed.

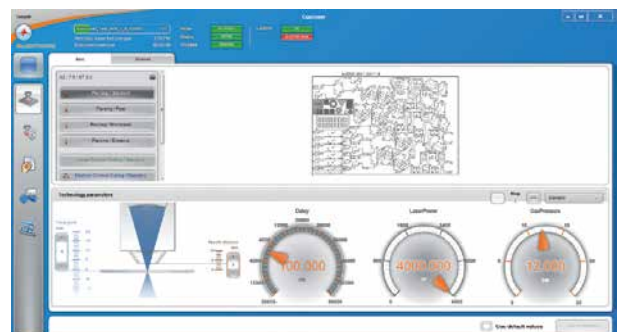
Operator can also check the log event list where all machine operations are listed.

In the Online Corrector view it is possible to change on line technological laser parameters about the current selected laser tool, and Operator, according to assigned rights, can enter the technological laser parameter.

Thanks to new Technology BestPiercing, no more need to choose piercing at Cam level.

Autoadapted process: new algorithms, at Machine control level, work according to Material+Thickness/Profile Dimensions.

A simple and easy page where Utilities Programs already existent can be used and new programs, for Utilities reasons, can be added.



# P30L

## HMI for 2D and 3D laser machines

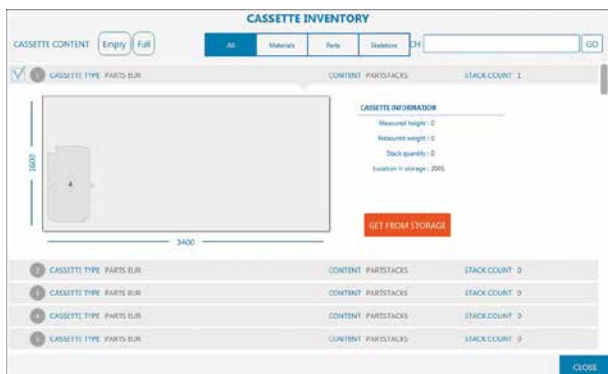
User-friendly touch screen interface to control the setup and calibration of the machine and the laser unit and to manage the laser parameter table. Part program management environment with preview, even in real time.

User accesses are managed with different levels (operator, service etc.).





# HMI / Additional tools



## Tulus® Storage

Control interface with visual and modern look and touch screen, for storage management and inventory of raw and processed materials and of the worked pieces. Also reports storage inventory to the ERP system

- Displayed information:
  - Status and task displays of storage and connected machines
  - Storage content view for storage inventory and search functionalities
  - Settings
  - Alarms and messages

Cassette inventory view has advanced search functionalities to find easily wanted materials and parts. From same view is possible to order selected cassette to IOW - station.

Station control view shows materials and parts on cassette at station. One view offers all needed basic information about content of cassette. More detail information can be found when part or material is selected from cassette.



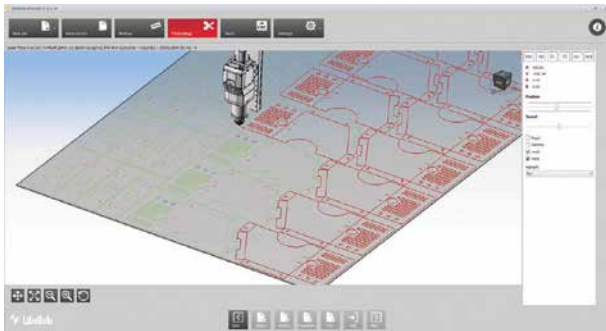
## OPTIA

### HMI for 2D laser machines

OPTIA operates on board at machine and acts by videocamera to digitize scraps of any shape and material. A solution very efficient along with an incredible ease of use that can be used directly by sheet cutting staff without any intervention from technical department.

- Features:
  - The digital acquisition of sheet scraps profile is done through the optical system of a webcam
  - The scraps digitalisation is possible in any workshop context
  - Recognizement of the geometrical shape of sheet
  - Saving of geometrical shape in real scale as new sheet for further nesting use





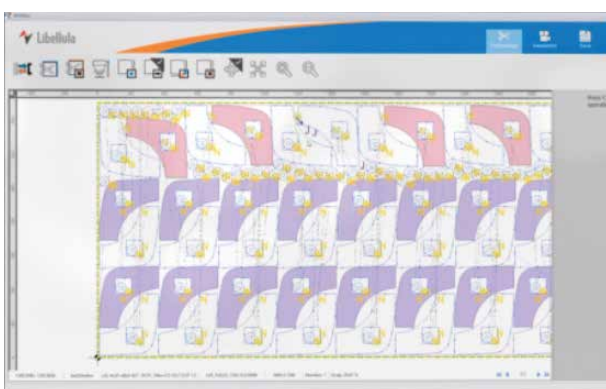
# WIZARD

## HMI for 2D laser machines

Libellula.WIZARD is the revolutionary CAM application designed by the Libellula engineers to combine ease of use and quick preparation machine thanks to the innovative WIZARD mode, a real exclusive technological research, through a guided path reduces to 4 steps what software competitors offer through long and complex settings:

- **Step 1:** Job creation by importing parts to be produced
- **Step 2:** Nesting
- **Step 3:** Technology
- **Step 4:** Machine Code and Realistic Simulation

The software has been specifically developed to be also used through the touch-screen input type, and is therefore particularly suitable to be installed in the workshop on board the machine.



# 2D Editor

## HMI for 2D laser machines

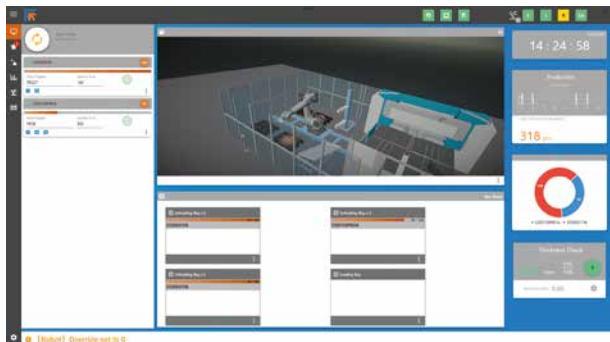
Product of the technological collaboration between Libellula and Prima Power, 2D Editor is a 2D Graphic editor of partprogram that allows the operator to intervene on the machine's partprogram on board.

It may happen, due to an error in setting the input data, partprogram contains imprecisions or inaccuracies that can be noticed by the machine operator in the workshop.

It brings to the machine downtime and additional costs, because in this case the part program should be corrected by Design Office and the machine should be reprogrammed.



# HMI / Additional tools



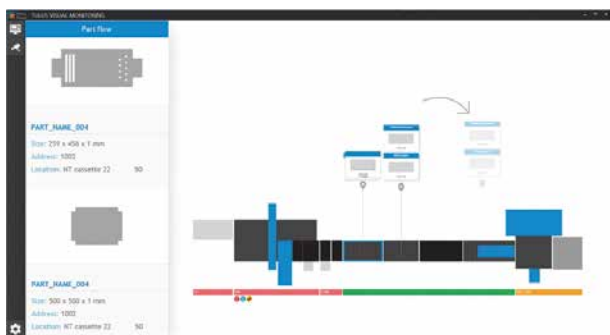
## Tul-Robot

Tul-Robot is the operator interface that allows managing the system and the part programs during the production phase.

The graphics of the supervisor is conceived for an intuitive and immediate use.

Images and layouts allow an easy help to interact with the system; it is possible to select some macro areas where machine data or special options can be set.

The touch screen is suitable for dusty or dirty environments, where the use of keyboard, mouse or other peripheral devices is not suggested.

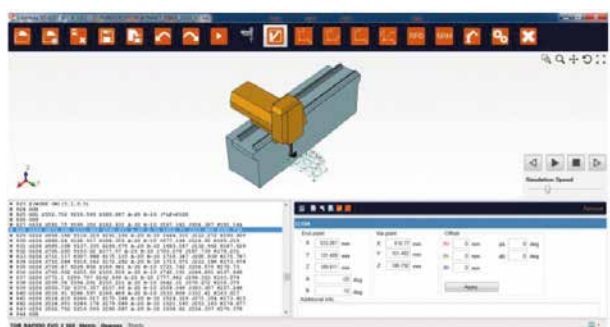


## Tulus® Visual Monitoring

Web-based application for machine operators that brings information transparency on the current manufacturing line status.

Application is accessed from the upper monitor of the control desk near front machine.

- It allows:
  - Visual device status monitoring
  - Faster recovery from alarms
  - Real time parts flow update



## ThreeD Editor

### HMI for 3D laser machines

ThreeDEditor, the 3D graphic editor of a partprogram, made for Prima Industrie 3D Laser machines.

It displays, starting from a machine part-program, the working paths, and allows changes and the simulation of the part-program and it generates a new part-program with the applied changes.

A further configuration page allows to define the rototranslation of the model. This configuration allows to apply the transformation on the iges model as defined in the used Cad/Cam program to put the part in the working volume of 3D Laser machine.



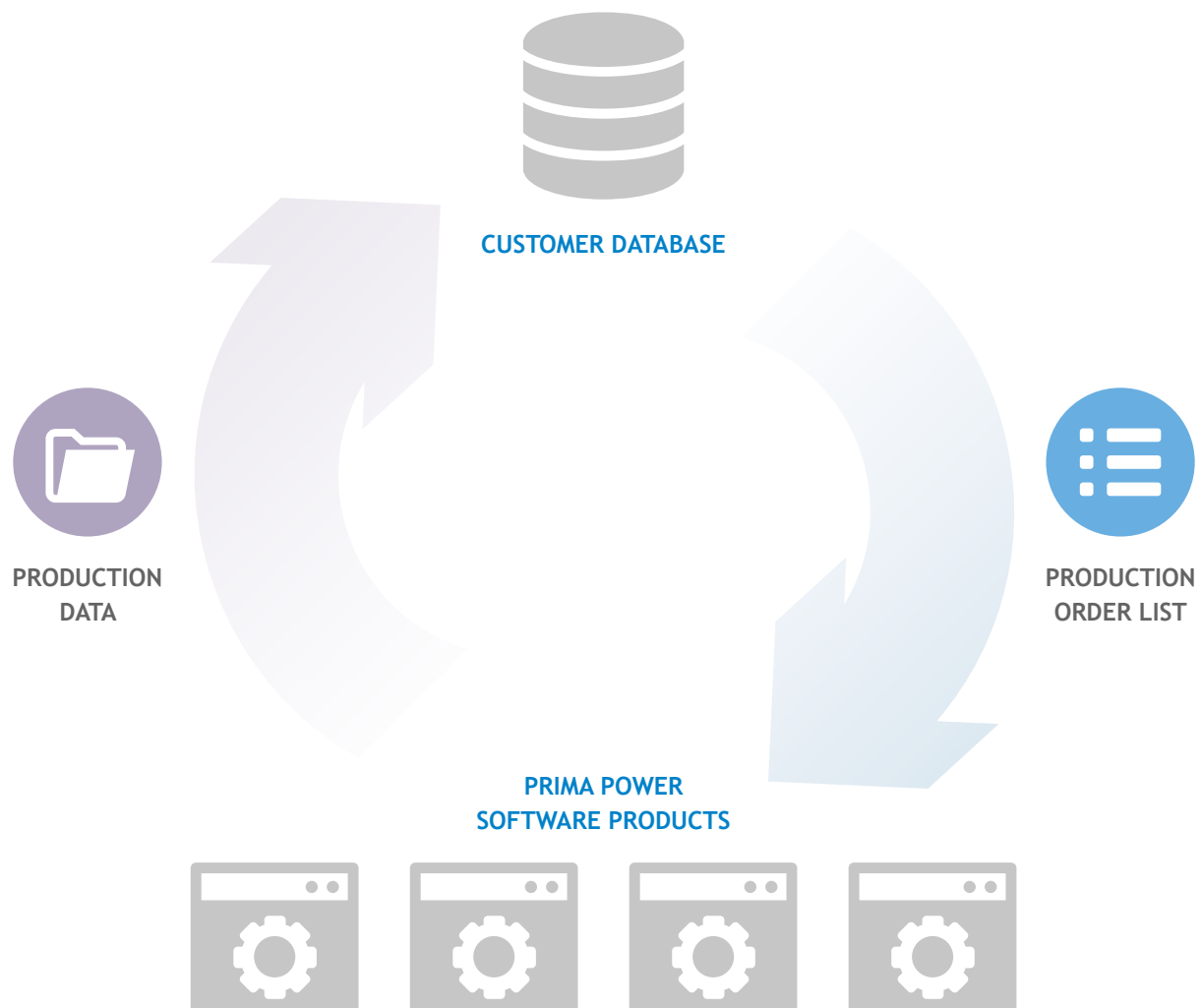
# ERP connection

Prima Power offers the management of data and reporting interfaces to allow communication between a generic ERP system of the customer and Prima Power's software products.

Connection to ERP systems with Prima Power software interfaces files in various formats (ASCII, XML, csv, html), and the customer is free to choose the one most suitable for him.

The managed files, with read and write specifications that are delivered to the customer are:

- production order import files into CAM
- theoretical production data export files from CAM
- reporting files on the production from all of the group machines (inventory of materials, number of pieces produced, processing time)
- machine status reporting files (operation list and active alarms status).

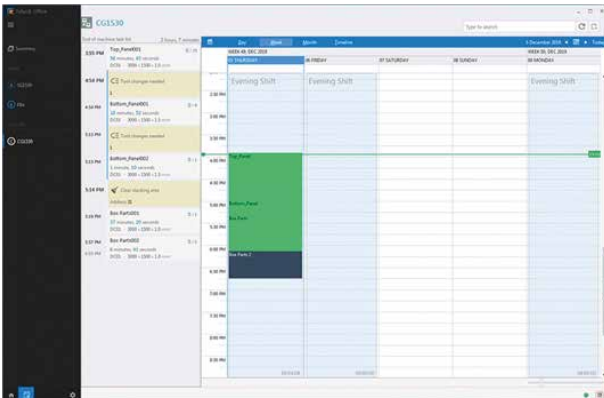




# Production Control & Monitoring

## Tulus® Office

Tulus® Office is a tool suite, BASIC, CLASSIC, PREMIUM, for work planning and controlling the machine capacity. It is possible to follow up several machine statuses and task lists and also utilize full featured production planning.



### BENEFITS

**Optimization:** it is possible to schedule the machine's tasks and process optimization with the calendar. Editing the active task list and modifying the processing sequence.

**Ease of use:** product provides improved transparency in production so the operator at the office knows what's happening on the machine.

You can define the factory work shifts in the Tulus® machine calendar.

Because the active machine task list is right at your fingertips, it is easy to share the load between different machines. Tulus® Office can automatically move the next job from the calendar to the machine task list when the previous work is finished.

This machine load calendar can also be seen in Tulus® Office so that the machine operator can see the next work. You can add and remove jobs on the fly and edit the working sequence.

Or, if you want, you can plan a whole day, week, month, or even a year in advance by using the calendar.

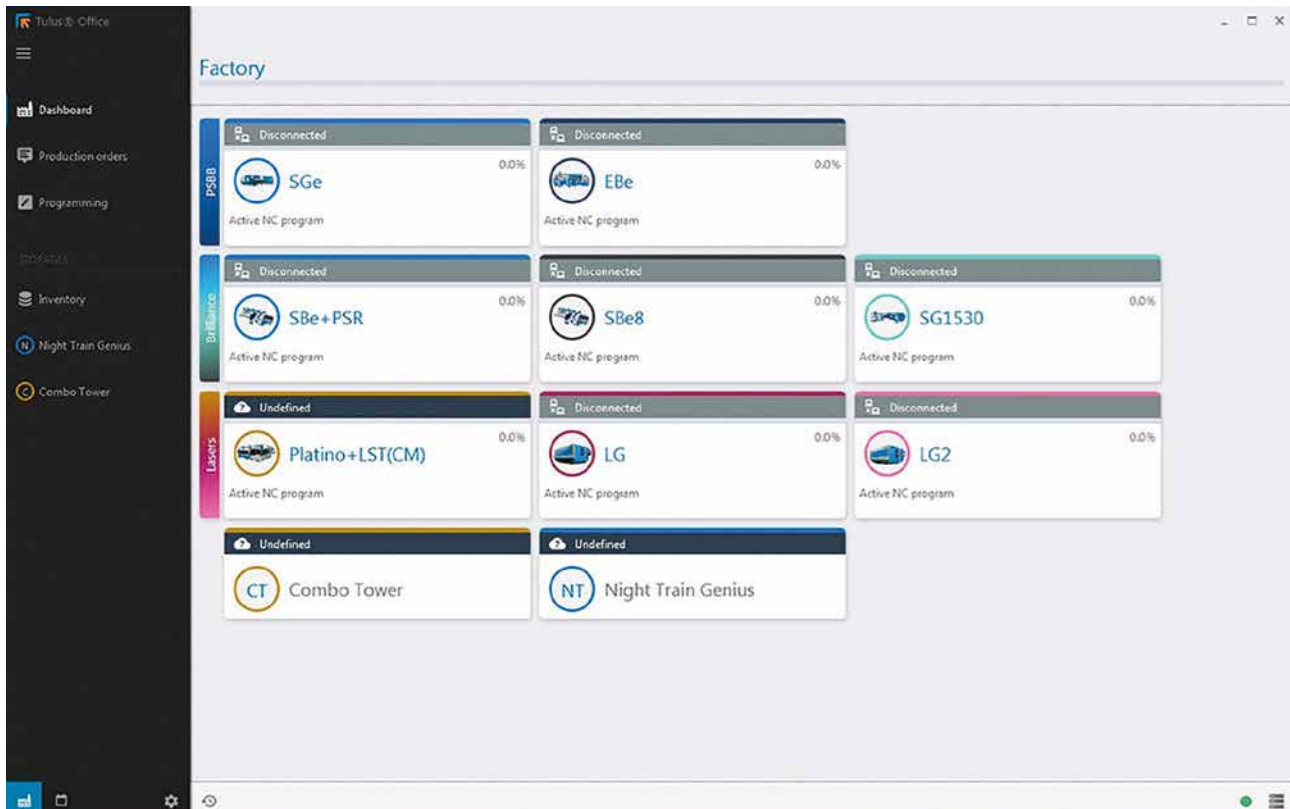
The colored representation used in the calendar helps you to recognize the jobs and orders that are overdue (in red).



# Tulus® Office Basic

With the Basic version of Tulus® Office you can plan and control machine capacity.

With Tulus® Office Basic software you can monitor the machine status and task list. It is possible to see what is going on with all the machines in the factory in one view. You can also edit the active machine task list and plan and schedule tasks conveniently by using the Machine Load calendar.



## FUNCTIONS

- Status view
- Machine load calendar
- Editing the active task list
- Storage view (in case of connected storage)
- Lite version of ERP interface f.e. material usage and finished parts
- Optional Tulus® Analytics

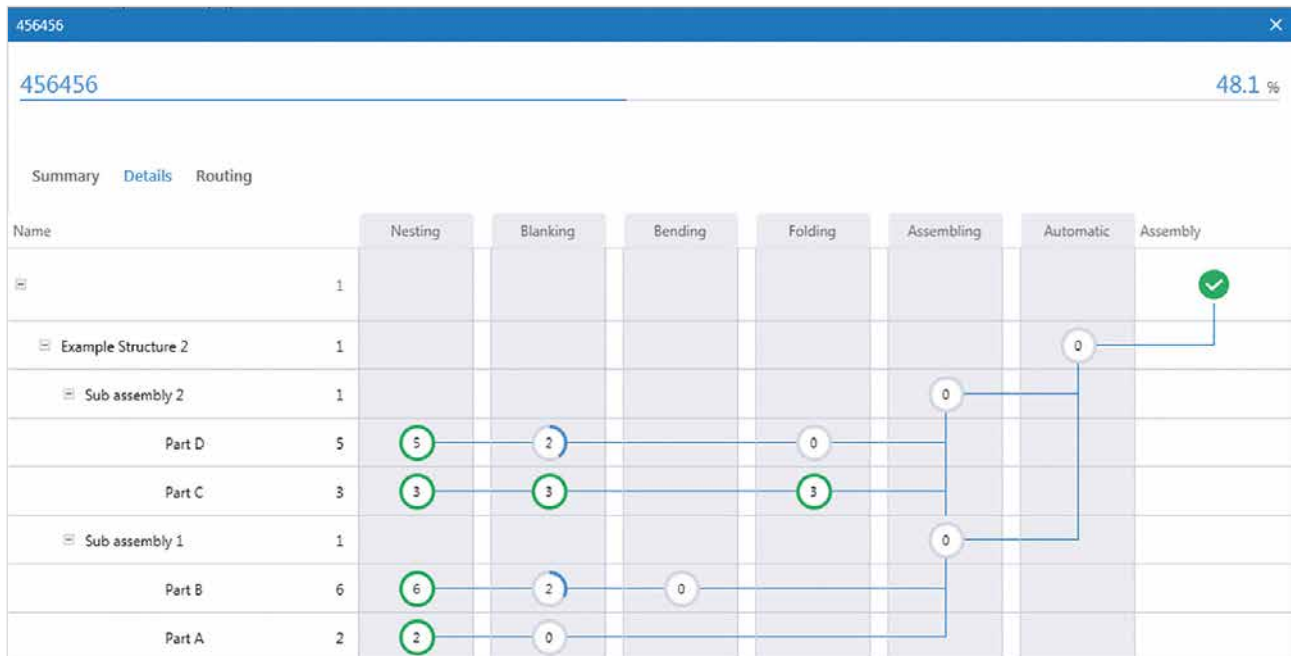
for:

- Production planning
- Following up machine states
- Constant production



# Tulus® Office Classic

With the Classic version of Tulus® Office you get all the features and benefits of the Basic version plus a two way ERP interface, the possibility to assembly the orders and follow-up the order status.



## FUNCTIONS

Same features as in Tulus® Office Basic plus:

- Two way ERP interface
- Assembly orders
- Order status follow-up
- Machine data reporting

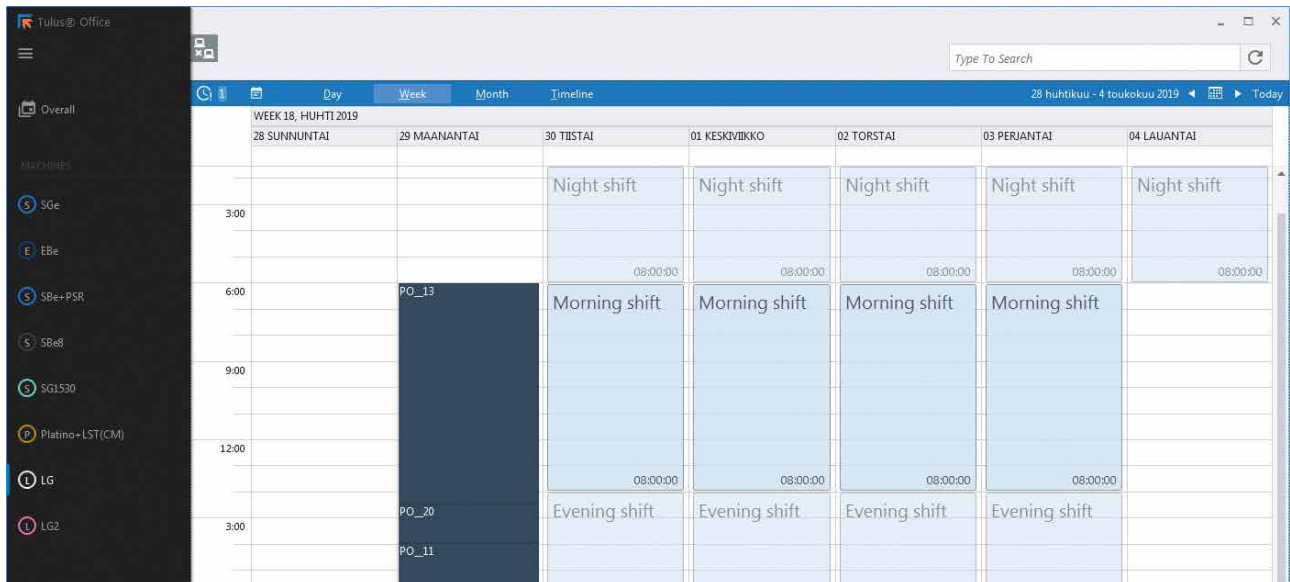
for:

- Production with standard products and static nests
- Ordering assemblies from ERP
- Reporting finished orders back to ERP
- Constant production



# Tulus® Office Premium

With the Premium version of Tulus® Office is possible to control of the entire production process from order management, programming, and planning to finished product and reporting. It allows you to know the state of the production and the stage of every single piece, ensuring an improvement in efficiency.



Tulus® Office Premium can automate the entire ordering and programming process depending on your needs. Programs can be prepared for punching, laser cutting and bending from a 2D or 3D model. The parts can be routed through production and it's possible to control different phases, including manual work steps. All information is reported back from all work step, in which case the back reporting calculations are easy to make and automate.

This product is possible to integrate with other software like ERP, APS and MES systems.



## BENEFITS

- Faster throughput time
- Maximum machine load and running time
- More visibility to production
- Less human errors
- Operators have more time for productive tasks
- Optimized material flow
- Even machine load
- Digital data flow
- Automatic reporting
- Connectivity with other systems, e.g. ERP, APS and MES



## FUNCTIONS

Same features as in Tulus® Office Classic, plus

- Dynamic nesting
- Parametric production from ERP order
- Part import with unfolding of 3d-model
- Pull and push controlled production
- Filler parts, urgent parts, pre-tooled and automatically tooled parts
- Routing / Terminals

for:

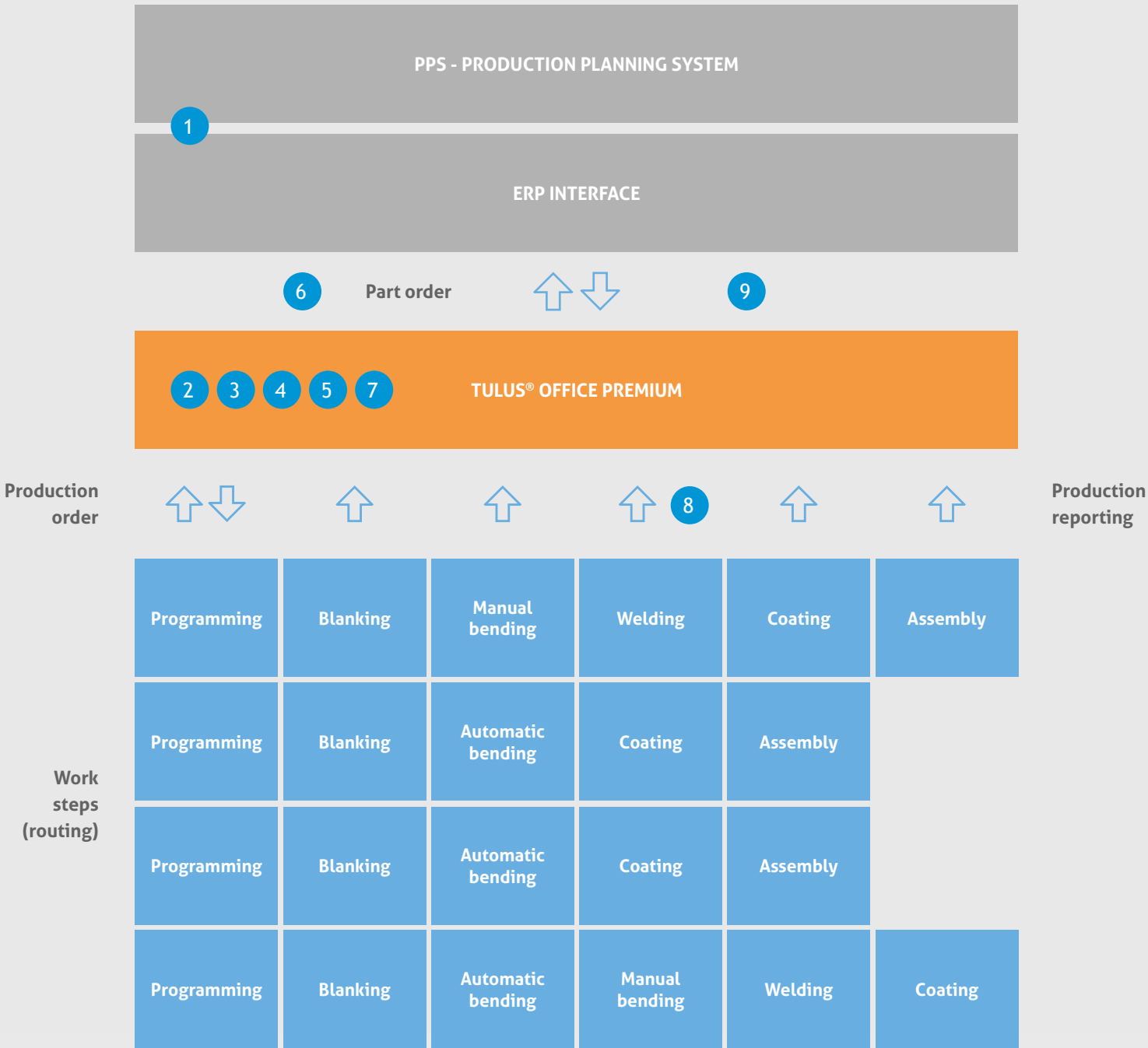
- Constantly varying mass production
- Fast programming with “produce and forget”- type of production
- Parametric production
- Better sheet utilization with Kanban style suction controlled parts



# The production process is monitored step by step

This example describes the automated production process utilizing Prima Power software products.

## TULUS® OFFICE PREMIUM OPERATING DIAGRAM





- 1 Order is received from the customer.
- 2 ERP system orders the parts from Tulus® Office Premium, which then moves the parts to the defined work phases.
- 3 Geometries (2D/3D) or structural product orders are handled either in the background or through the user interface into ready part and bending programs. Unfolding information is collected and then used when creating bending programs.
- 4 Parts can be programmed either fully automatically or through the programmer's work queue. Available materials are known in real time through the ERP. Bending programs are linked to the part automatically.
- 5 In nesting, the manufacturing of the entire line can be optimized, i.e. the manufacturing time of the part on both punching and bending machines is observed and an optimal throughput time can be achieved.
- 6 You can define a manufacturing order for the parts in the system, so that parts can be for example assembled in a preferred order.
- 7 Production orders are transferred to the machine load calendar of a work phase, from where the task is inserted into the work queue either automatically or manually. The calendar also allows optimizing of the production order according to materials and tools.
- 8 All process steps are reported back to the ERP system, which enables continuous visibility of the production status.
- 9 The system reports in real time the materials used, parts produced and the time spent on them.



# Tulus® Terminal

Application that works in web browser (Tulus® Office Premium option) that can be used for the piece order process and enables routing of manual operations. It is now placed Tulus® Terminal and Tulus® e-Kanban in the same package.

## Production (Reorder point, ROP) Control System

The order can be sent in digital format directly to ERP factory or Tulus® Office Premium.

This can be used for all parts ordering process and not only sheet metal parts. Part metadata to determine where the order is placed, how large batch size, storage location, etc.

Tulus® Terminal monitors and tells to user if the parts have already been ordered which work step they are going. The benefits are eliminating the use of paper and any duplicate order errors.

Name	Erp Reference	Quantity Completed	Quantity Reordered/Failed	Due Date
DrawerFrontPlate	ERP_123424	0 / 6	0 / 0	12/08/2016
BackPlate	ERP_123424	0 / 2	0 / 0	12/08/2016
TopPlate	ERP_123424	0 / 2	0 / 0	12/08/2016
DrawerFramePlate	ERP_123424	0 / 6	0 / 0	12/08/2016
DrawerBackPlate	ERP_123424	0 / 6	0 / 0	12/08/2016
P_100_200	ERP_52233	0 / 100	0 / 0	12/08/2016
P_100_150	ERP_52233	0 / 100	0 / 0	12/08/2016
P_100_100	ERP_52233	0 / 100	0 / 0	12/08/2016

## Manual Station control view

Program that allows the definition of the order of process manual steps (welding, painting, etc.). Workpiece position information is made available throughout the process.

- Routing is always mandatory for Tulus® Terminal. Part routing gives to the user the possibility to define the order of the process steps (e.g. welding, painting etc.)
- Part position information is known and managed during the whole process
- Up-to-date reporting of the parts made as well as damaged parts

It also provides up-to-date information on the production state of the pieces and allows you to put back in production pieces that may have failed. System is reporting back to ERP e.g. manufacture times per part.



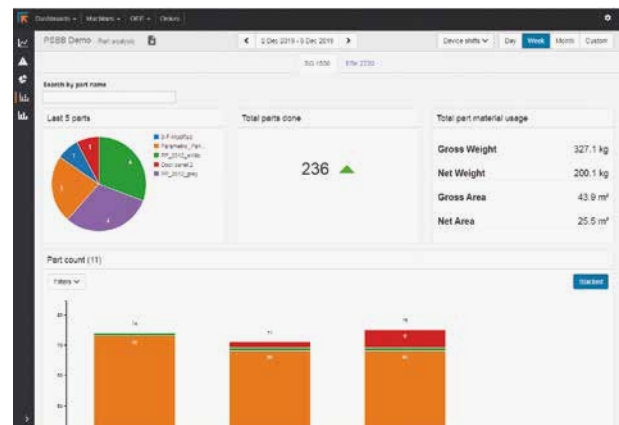
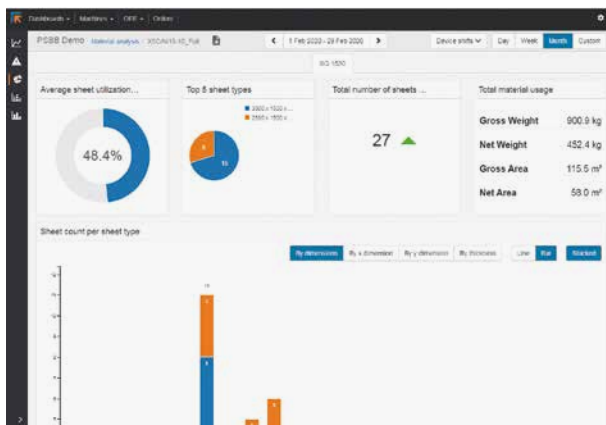
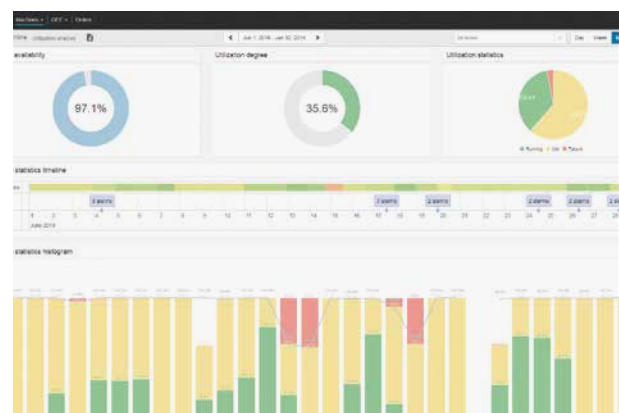
# Tulus® Analytics

Tulus® Analytics is the new software that provides the users with detailed information about their production and machine performance and utilization.

It manages, views and reports production processes such as inventory of raw material, inventory of processed workpieces, completed production orders and nesting. By monitoring the rate of use of raw material it is possible to reduce the waste; using material reports facilitates spending forecasts and production planning.

Reporting gives a huge amount of information available about machine performance and utilization rate. It creates reports on machine efficiency and utilization and gives accurate information about machine performance.

It allows analyzing where improvement is possible for production planning and where tool maintenance would be helpful.



All these information will allow the customers to undertake important actions such as:

- setup times
- use of material
- produced parts
- Causes of downtime.

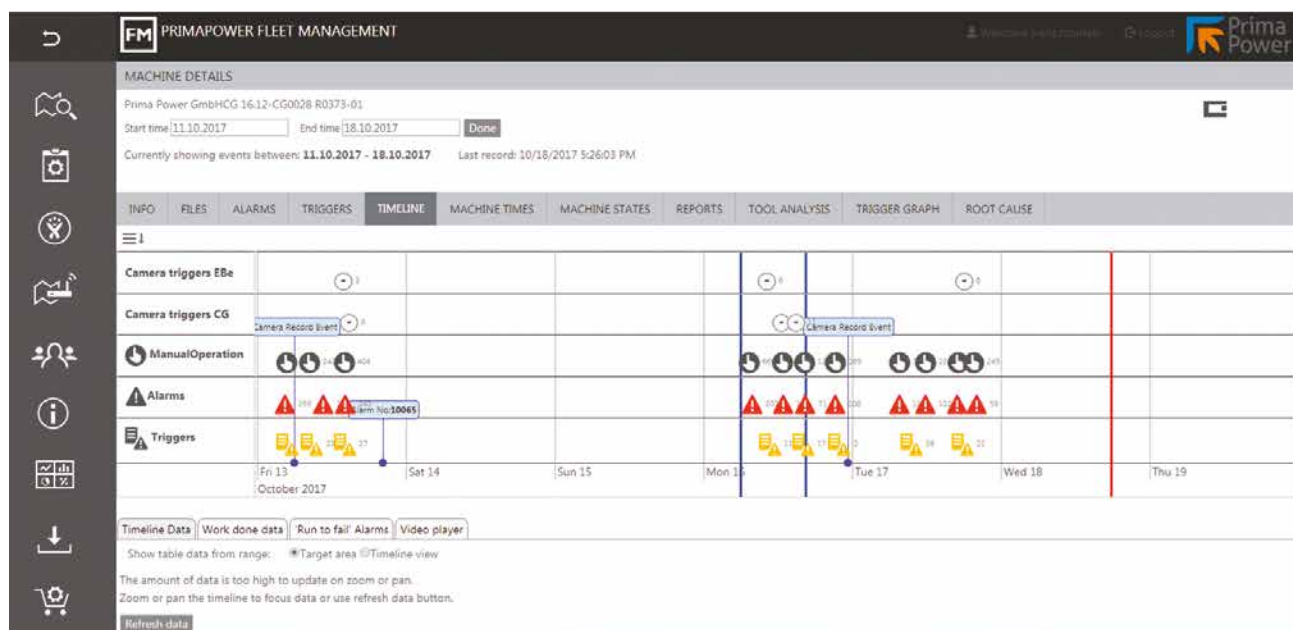
Thanks to information provided by Tulus® Analytics, and the resulting undertaken actions, the customer can achieve important benefits such as an improvement in the overall machine effectiveness (OEE), quality and resource management improvement, downtime reduction and organizational learning.



# Remote Care. Revolutionizing remote diagnostics and maintenance

Today, in the age of Industry 4.0 Prima Power offers customers a leading edge technology - Remote Care service. Instead of waiting for the machine unexpected interruption, Remote Care proactively analyzes machine performance, ensures production efficiency, helps to avoid unplanned production stops and saves time in correcting malfunctions. Remote Care is a powerful tool for maximizing uptime and manufacturing efficiency.

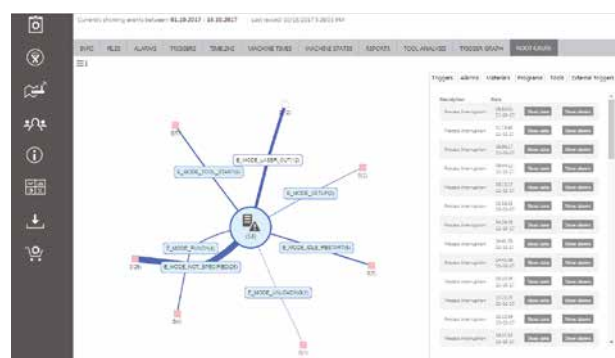
Remote Care condition monitoring provides systematic and planned maintenance and speeds up troubleshooting and problem solving. The remote monitoring system collects machine data, records operation history, as well as logs data of component usage and alarms and stores it in Prima Power database.



Collected data is used to produce efficiency reports, containing a breakdown of total idle time and analyses of alarms and machine condition.

On request, Prima Power specialists will analyze the material, make a summary and recommend actions for improving overall efficiency of the manufacturing process.

With Remote Care, you have an overview of the current condition of individual machines as well as the production as a whole. Remote Care enables a direct online contact of Prima Power with the customer's manufacturing technology, providing fast access to machine condition and enabling faster remote service support.





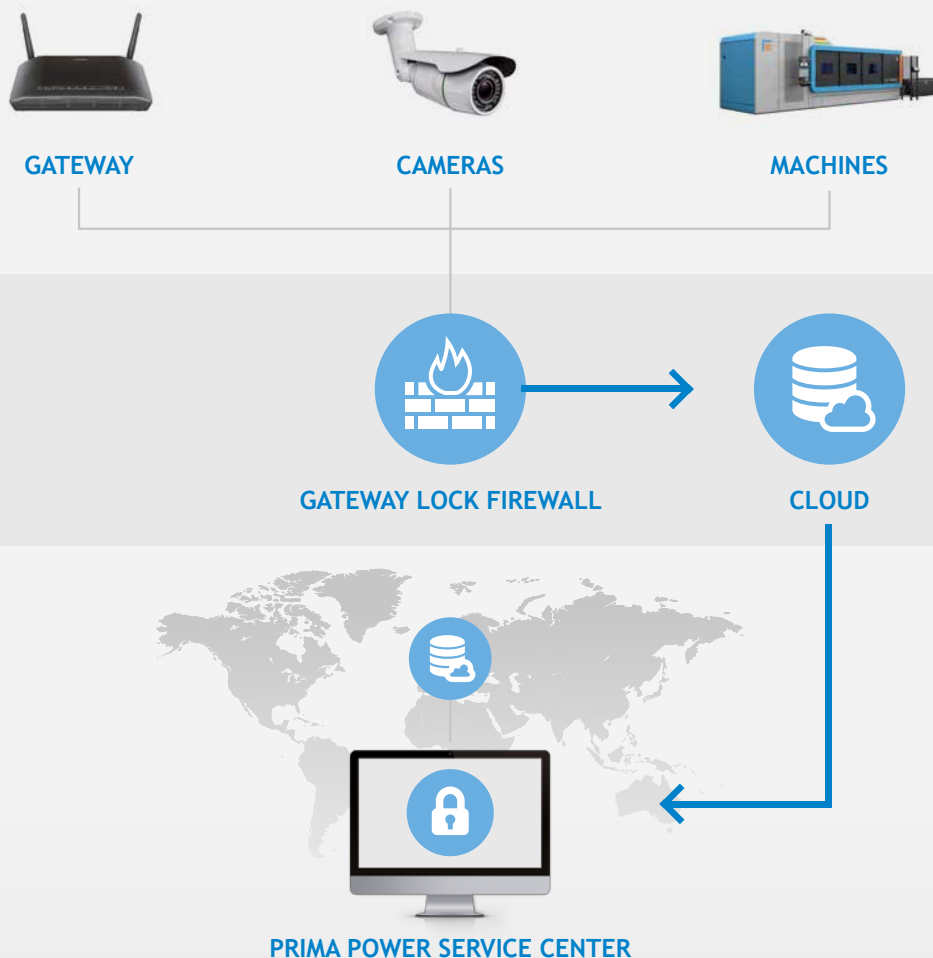
# Data security

Prima Power ensures the highest level of data security at three levels that guarantees to the customer that their machine data are always safe.

It's important to state that the Remote Care system will only gather machine data (in order to improve the efficiency of the manufacturing process) and not sensitive information, like production ones.

The three level of data security are:

- 1 The sending of machine data, gathered thanks to cameras and sensors on the machine, is secured by gateway firewall.
- 2 The data archive safety on the cloud is guaranteed thanks to the IEC 15408 standar certification. Moreover, the remote connection device is certified according to ISO 27001:2013.
- 3 Remote Diagnostic access is granted only to selected and authorized people. To ensure data privacy, a data safety agreement is signed between Prima Power and customer. Our personel will only access to machine data and not sensitive ones (no production data are recorded).





# Prima Power Services: key to better productivity

We believe in long-term relationship with our partners, and we think that the real product we deliver to our customer is not just the machine or the software itself, but the production capacity that our customer can achieve with our products and technology. The heart of Prima Power service is the common goal we share with our customer: start, maintain and develop the plant's production capacity and maximize it.

Our Service covers the whole life cycle of the system and technology and contributes to reach one goal: maximize the productivity and the profit for our customers.



## **TELESERVICE**

It is a service for the remote diagnostic and assistance. Skilled service engineers are available to operate remotely with the customer's CNC.



## **SERVICE AGREEMENTS**

We continuously develop preventive maintenance plans for Prima Power machines. Maintenance visits are performed according to the task list specified for each machine type thanks to the dedicated software solutions.



## **UPDATES & UPGRADES**

The modularity of the product range often allows upgrading of a machine or manufacturing system even years after the original delivery.



## **CONSULTATION**

Wide range of consultation services on machine operation, programming and maintenance.



## **TRAINING**

Training programs and updates for using our machines and software to their best, maximizing manufacturing capacity and quality.



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# Contacts

Find your local Prima Power representative at  
[primapower.com](http://primapower.com)





