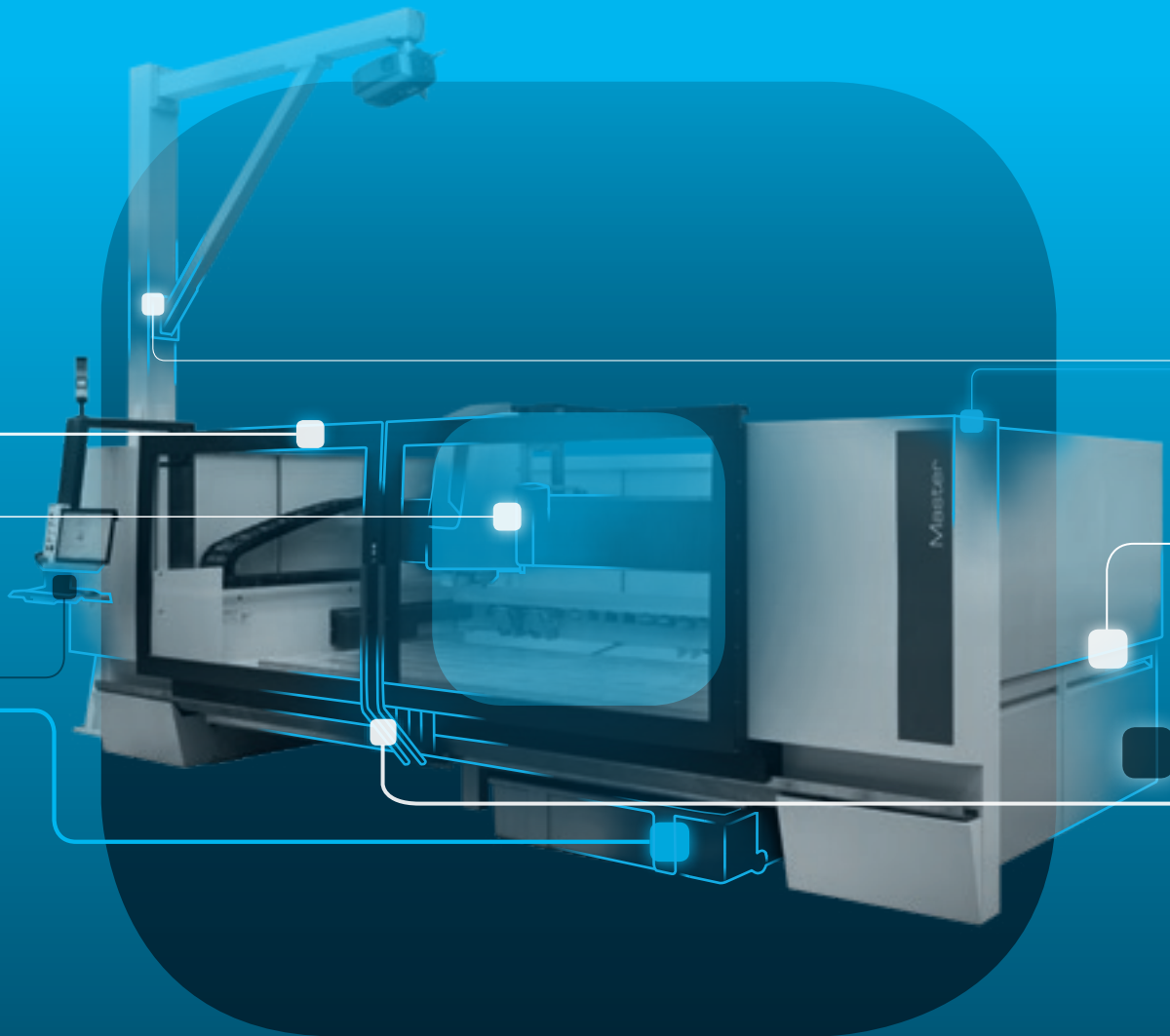


SOPHIA

GREATER VALUE FROM MACHINES



**CYBER PHYSICAL ASSISTANCE
FROM INTERMAC**

 **INTERMAC**

In collaboration with  **accenture**

MORE VALUE FROM THE MACHINES

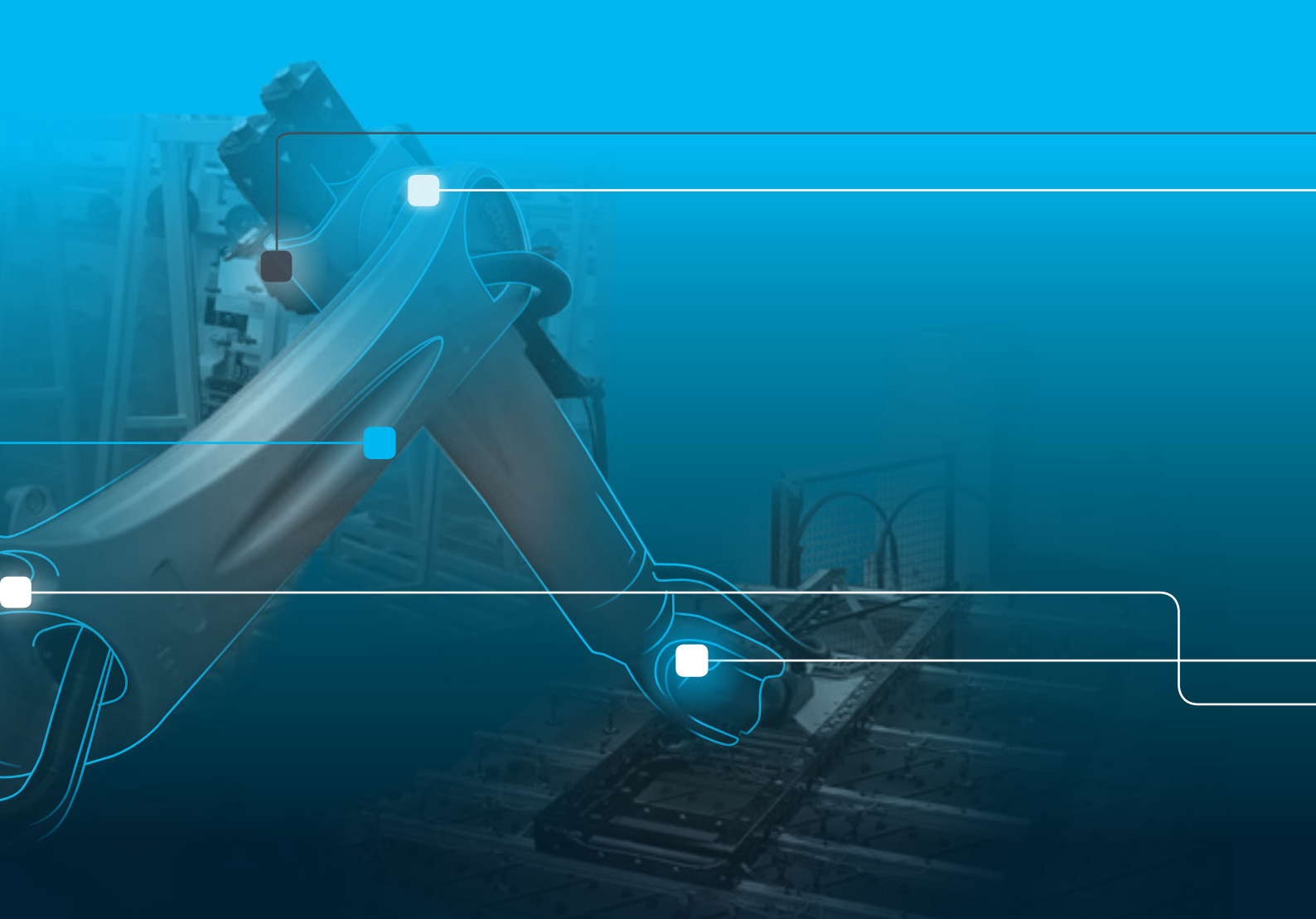


THE MARKET REQUIRES

Solutions that allow companies of the fourth industrial revolution to evolve technologically, combining human skill and experience with total production automation and interconnectivity.

INTERMAC RESPONDS

with advanced technologies and services that can digitalise and automate factories and production processes, optimising all their main assets - whether technological, strategic, organisational or human. **SOPHIA** is the IoT platform created by Biesse Group in collaboration with Accenture, enabling its customers to access a wide range of services to streamline and rationalise their work management processes.



“The momentous change that has characterised the market in recent years is radical, and is constantly evolving. A context that every company can gain great benefits from: both large factories and small artisan firms can discover extensive margins for growth and excellent opportunities for strengthening their business. To do so, however, they must be ready to make a qualitative leap and know how to take full advantage of the tools offered by the fourth industrial revolution. This means ensuring that new digital technologies and new managerial approaches are harmoniously integrated with more traditional solutions and methods of doing business, maintaining the specific characteristics of the individual manufacturing entities whilst meeting the new levels of productivity and flexibility required by the market.

ALONGSIDE ITS CUSTOMERS



□ SERVICES

Intermac supports its customers, guaranteeing technological connectivity, the sharing of expertise, professional consulting services, training and ongoing assistance.

□ PROACTIVITY

SOPHIA helps prevent problems that could damage the customer's production. Intermac contacts customers proactively, reducing machine stoppages and inefficient time wastage.

□ ANALYSIS

The information gathered and analysed is transformed into useful indications for optimising the customer's production and product quality, providing extremely valuable opportunities for growth.

■ **10% CUT
IN COSTS**

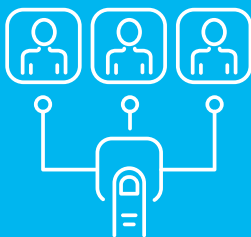
■ **50% REDUCTION IN
MACHINE DOWNTIME**

■ **10% INCREASE IN
PRODUCTIVITY**

■ **80% REDUCTION IN
TROUBLESHOOTING TIME**

A NEW STATE OF KNOWLEDGE

PERSONALISED INTERACTION



The platform functions allow notifications and indicators to be sent to the customer in real time, in relation to production status, the machines used and the type of process carried out. This information provides detailed indications for more efficient machine use.



OPTIMUM SECURITY

The data flow is from the machine to the network only. The security of the information collected is guaranteed by two different systems:

- https communication protocol, namely a protocol for secure communication over a network via an encrypted connection
- access to the cloud with dual authentication (token + password)



QUICK ASSISTANCE

Intermac Service can monitor the machine while it's running, generating any necessary problem solving actions in real time.

GLOBAL COVER



The Intermac Service network is interconnected and can access the SOPHIA web portal, guaranteeing quick, incisive actions and solutions for customers.

DIGITAL FACTORY



The platform allows for the real time transmission of information and data about the technologies in use, optimising the performance and productivity of machines and systems.

The collected data enable the production process to be monitored and machine operation to be analysed to detect malfunctions, assist customers in maintenance operations, quickly order replacement parts and ultimately prevent faults.



SOPHIA is made up of two integrated areas - IoT and Parts. These are linked with two apps, allowing the customer to easily access the platform functions.



THE EVOLUTION OF PRODUCTION



IoT - SOPHIA provides a comprehensive overview of the specific machine performance features, with remote diagnostics, machine stoppage analysis and fault prevention. This service includes continuous connection with the control centre and the option of calling for assistance from within the customer app with requests managed as a priority. With SOPHIA, customers have access to priority technical support.

iOT
SOPHIA



SOPHIA TAKES THE INTERACTION BETWEEN CUSTOMER AND SERVICE TO A HIGHER LEVEL



INFORMATION AVAILABLE AT ANY TIME AND IN ANY PLACE

A range of functional data, statistics, KPIs and status updates regarding requests for intervention and machine downtime resolution processes can be received from mobile applications or the web platform. The information is always available to the user at any time, even when the machine is switched off. A web interface enables data to be downloaded and processed externally, with an Industry 4.0 outlook.



DATA QUALITY

Clients can view indicators relating to machine productivity and specific parameters for the type of machining operation, in order to maintain a consistent standard of performance and perfect the machining cycles. A series of advanced indicators provide details which make it possible to detect and correct inefficiencies, thus optimising production cycles.



DIRECT COMMUNICATION

The customer can request assistance directly via the app, using the SUPPORT REQUEST function. If necessary, the client can create a video connection via smartphone, enabling Biese Service to see what is being filmed with the device. This interactive video calling function allows images, messages and files to be shared, facilitating communication and simplifying the resolution process.



AUTONOMOUS MAINTENANCE

Clients receive advice directly from the platform regarding maintenance to be performed autonomously on the machine and can monitor its progress in real time. A notification informs the client when maintenance is required; each intervention is automatically recorded on a calendar that can be customised by the client with maintenance and non-maintenance events, providing a comprehensive overview of all the activities to be carried out within the plant in question.



TIME OPTIMISATION

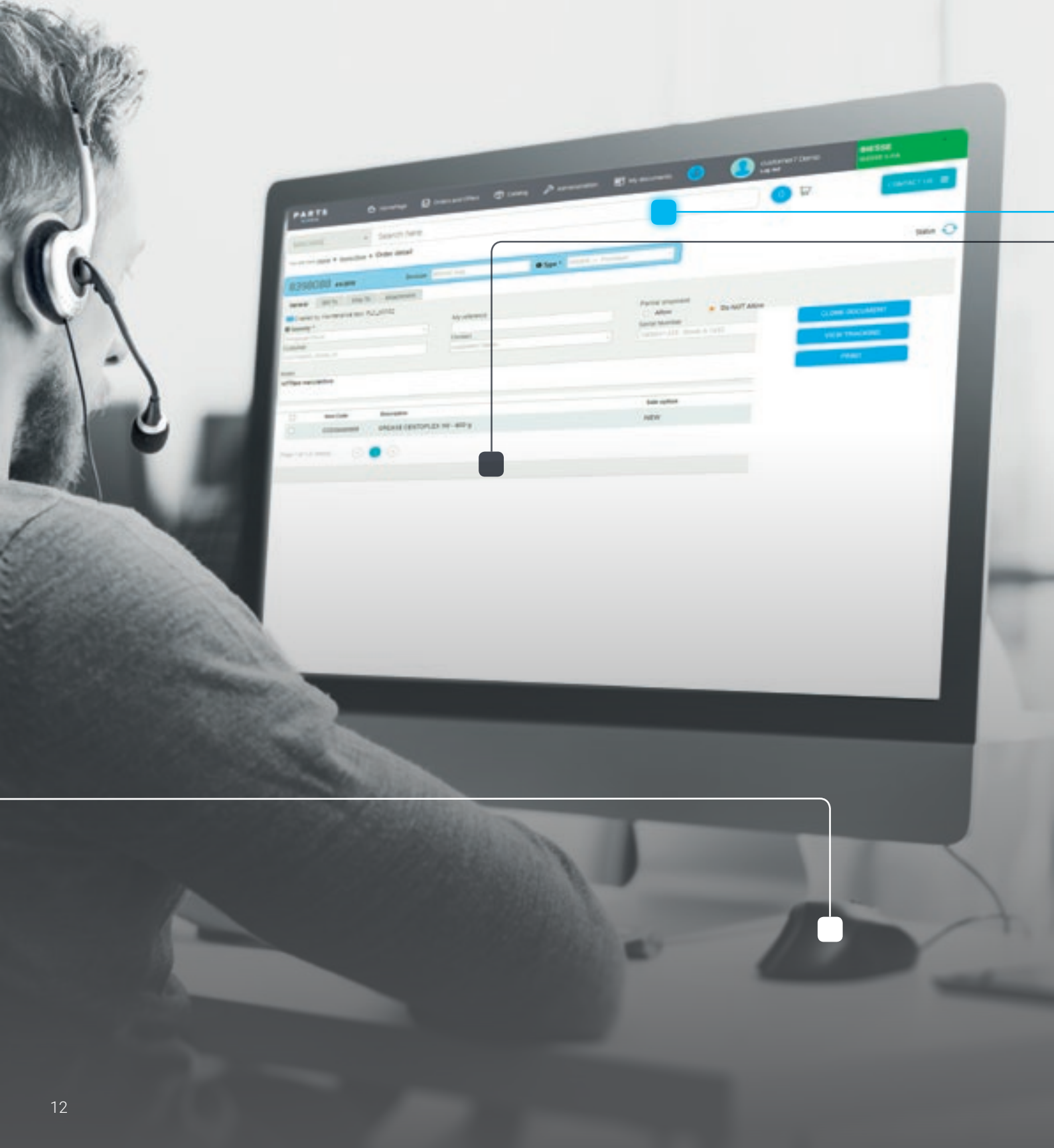
The machine data are directly accessed by Intermac Service, enabling the team to immediately begin an analysis and interact with the customer as all the necessary information is to hand right from the outset. Time frames for assistance are considerably reduced and machine productivity is maximised.



REAL TIME MONITORING

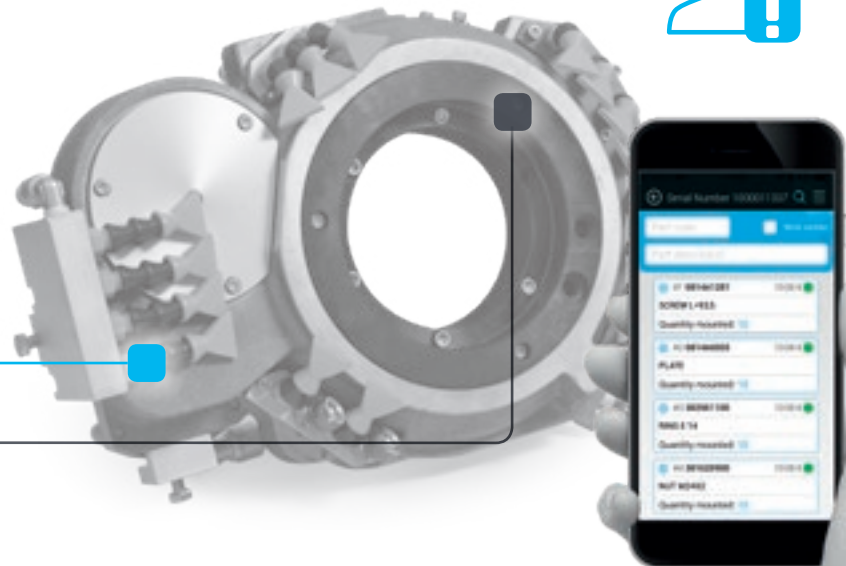
The client can use his or her own device to view a number of the machine parameters in real time via the internet or through the app, such as the status of the machine and the programmes under way at that time, enabling the activities in the workshop to be constantly monitored.

DAILY EFFICIENCY



PARTS

SOPHIA



PARTS - SOPHIA IS THE EASY, INTUITIVE AND PERSONALISED NEW TOOL FOR ORDERING INTERMAC SPARE PARTS.

Functions: the portal provides customers, dealers and branches with the opportunity to navigate within regularly updated documentation relating to their own machines, and carry out interactive research in the machine designs, documentation and bill of materials.

It also allows a spare parts purchase basket to be directly created, with an indication of real time warehouse availability and the relative price list. The progress of the order can be monitored, and a list of recommended and emergency spare parts is made available.

PARTS - SOPHIA, available 24/7, is a multi-language and multi-platform tool that can also be used via a dedicated app on a smartphone or tablet integrated with the leading operating systems (iOS and Android).

The new functions include:

- the automatic creation of a spare parts basket following an IoT maintenance task
- the opening of a technical intervention request via the portal or PARS - SOPHIA app
- direct access to the technical machine documentation from the IoT app to the PARS app.

CONTINUOUS GROWTH

SOPHIA OFFERS NEW OPPORTUNITIES, EVEN FOR NON-CONNECTED MACHINES.

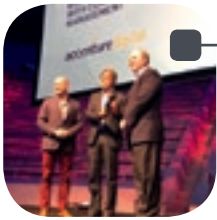
SOPHIA customers with machines that can't be connected with IoT technology can still take advantage of the standard SOPHIA benefits, via the same app.

The SOPHIA ACTIVE contract can be activated on non-connected machines and includes the following basic functions:

- Opening and tracking of tickets
- Remote video assistance
- SOPHIA calendar
- Hotline assistance



WINNING TECHNOLOGY



Biesse Group, in partnership con Accenture, won the Best Business Transformation Award at the IoT World Congress in Barcelona (3-5 October 2017).



SOPHIA received the Award for Innovation during the Eurobois 2018 trade fair - an important accolade for the IoT project.



Biesse Group won the Digital Technology Award for Italy at the European Business Awards 2018, the leading company competition sponsored by RSM which selects the most innovative companies to promote success, research and ethics in the European entrepreneurial community.



At the AWISA 2018 trade fair, Biesse won the GOLD STAR AWARD for innovative technology, for its SOPHIA platform.



In Las Vegas, on the occasion of TISE 2019 (The International Surface Event, the most important appointment for professionals in the North American market of the stone-working industry), SOPHIA won the “Best Product Award” for the SOPHIA IoT platform - a recognition presented this time to the Intermac brand.



Thanks to the SOPHIA platform, Biesse Deutschland conquered the “Excellence in Business to Business - Connectivity” category at the German Innovation Awards 2020, an international competition that recognises the innovative excellence of products and solutions that provide added value to users in various sectors.

MADE WITH INTERMAC

STONE HAS A TECHNOLOGICAL IDENTITY.

THE ARTISAN EXPERIENCE BUILT UP OVER FIVE DECADES, A CULTURE OF STONE AND THE CONTINUOUS SEARCH FOR INNOVATIVE TECHNIQUES: IONIA STONE IDENTITY IS THE PERFECT BLEND OF ART, CRAFTSMANSHIP AND TECHNOLOGICAL POWER.

The charm of stone and a passion for interior design are the key to Ionia Stone Identity, a Verona firm that, for 50 years, has been embellishing the world of design (and more) with harmonious objects and surfaces that reveal the long-established entrepreneurial spirit founded in 1972 by Vincenzo Battaglia. In that year, in fact, he returned from the United States to

his small home town near Catanzaro and founded what would, in just a few decades, become Ionia Stone Identity. With great foresight, the Calabrian entrepreneur purchased a small artisan marble-working firm that produced solely for the construction industry. Over the years, the company grew, as did the new generations and the urge to take on new challenges, new markets and new technologies. 1997 saw the opening of the Rivoli Veronese site in Veneto - an area that embodies the historical heritage of the stone-working sector and is its point of reference. The constant growth was further boosted in 2007, when three production units were set up and Ionia Pietre Naturali was established in Verona, going on to

become an autonomous brand aimed at the international market.

"We produce objects with an elegant design that acquires value, strength and soul thanks to the use of natural stone: tops for the kitchen and bathroom, furnishing surfaces and architectural elements using various materials and various techniques - that's what makes our style stand out" says Antonio Battaglia, CEO of Ionia Stone Identity. "Over the years, we've also worked side by side with the world of architecture, helping produce some of the most prestigious hotels and residential projects in northern Europe and transforming the material into sensitive architectural objects."

The next generation technologies are

now put into practice at the new site of 6,000 sq.m., where 30 employees work together to guarantee a production process earmarked by quality, precision and sustainability with a high innovative value. "We're tackling new challenges nowadays, and environmental protection is one of them", explains the managing director. "For us, sustainability is a value, an opportunity and a moral obligation. We're firmly committed to respecting the surrounding environment. We work with natural materials so, for this reason especially, we want our production process to respect nature", says Battaglia.

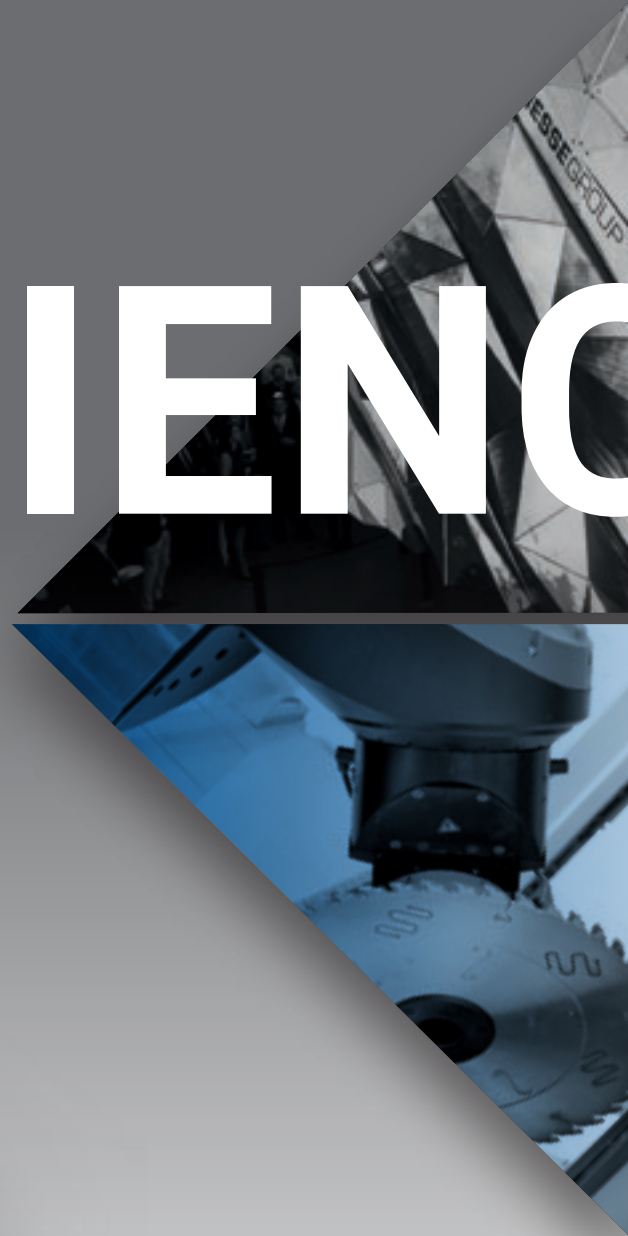
"We've passed various milestones over the years, but we're always searching for innovative products and tech-

niques, focusing on reliability and precision. And these are the exact characteristics that distinguish Inter-mac's technology and, in particular, the assistance guaranteed by SOPHIA. We work with high-precision waterjet technology thanks to our two Primus 402 machines, the first one purchased in 2017. We make kitchen and bathroom tops and other architectural elements in natural stone, stoneware and quartz agglomerate, even for large structures or buildings. Our customers, marble workers, dealers and contractors can count on an extensive catalogue of design products that are greatly appreciated for their top quality and machining precision; precision that, along with constant machine reliability, is guar-

anteed day-by-day thanks to the SOPHIA platform. Thanks, in fact, to the continuous interconnection and work flow control that SOPHIA offers us, we can rely on quick, accurate assistance at any time. It's a technologically advanced, reliable and perpetual guide for our daily work. We're fully satisfied with our choice. SOPHIA helps us confirm and further develop our technological identity based on professional skills and the craftsman's expertise", concludes Battaglia.



LIVE THE EXPERIENC



BIESSEGROUP.COM

CE



Interconnected technologies and advanced services that maximise efficiency and productivity, generating new skills to serve better our customer.

LIVE THE BIESSE GROUP EXPERIENCE AT OUR CAMPUSES ACROSS THE WORLD

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