

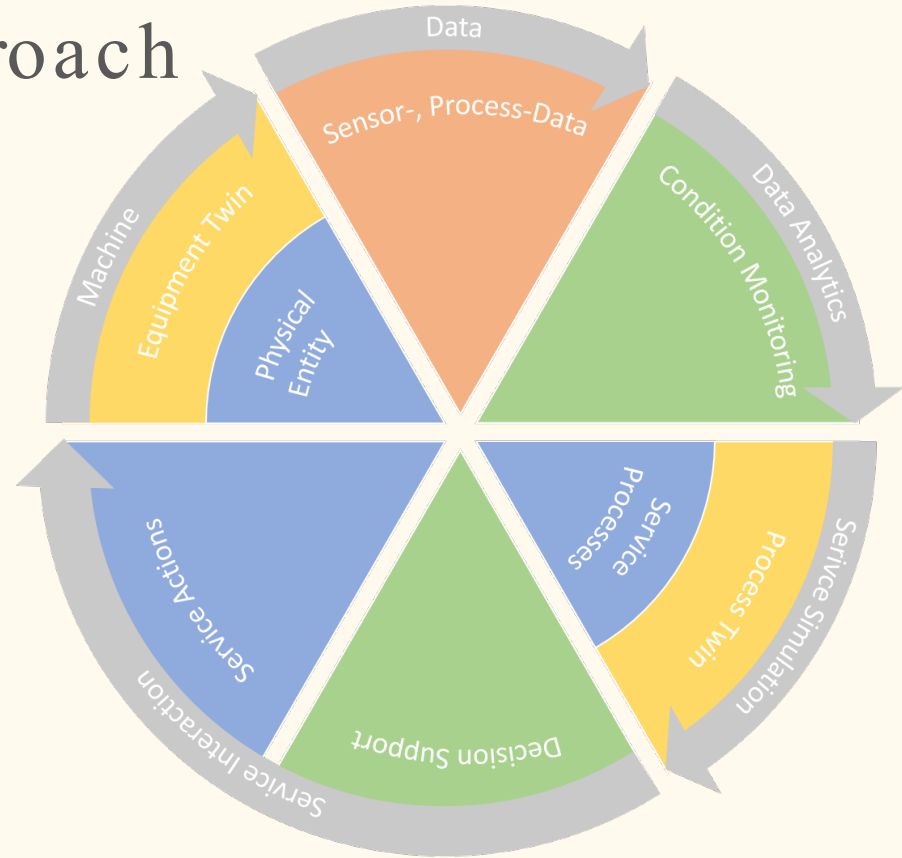


Digital Twin for Near-Real-Time Decision Support Services

Lukas Schweiger, Jürg Meierhofer

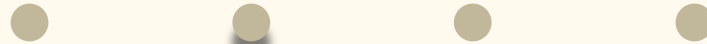
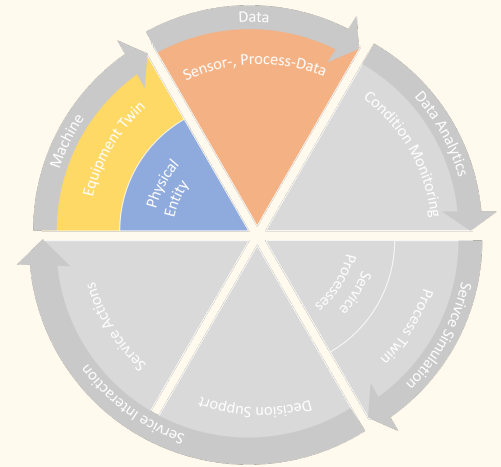
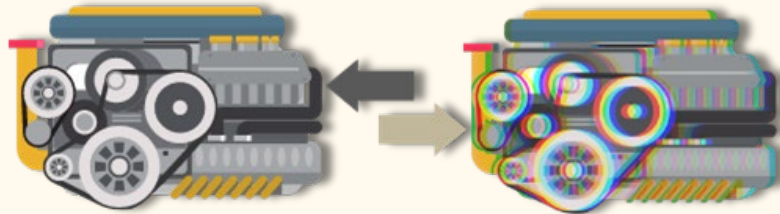
End-to-End Service Approach

- Innosuisse project - multiple case study
- Decision support for after sales services
- Combining twins, data analytics and service engineering



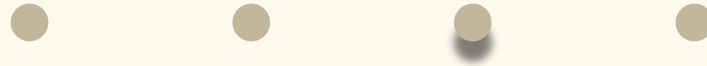
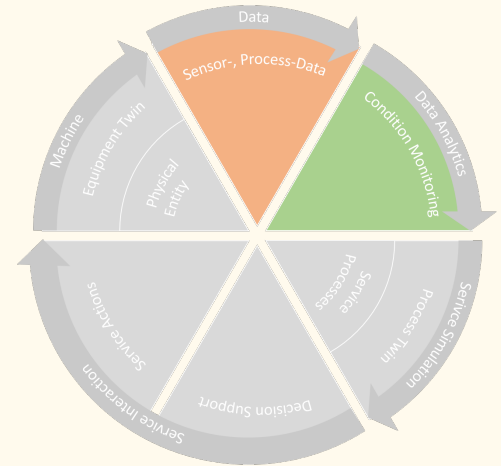
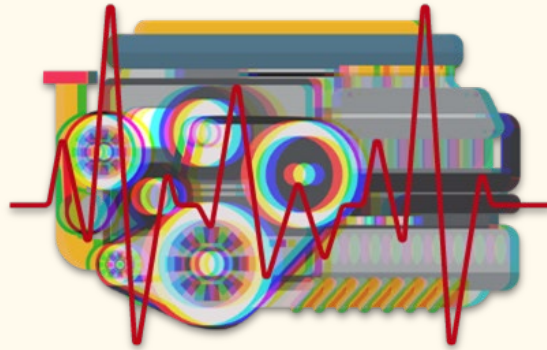
Equipment Twin - Machine and Data

- Digital twin of equipment
- Using and generating data
- First prototype with shipbuilder



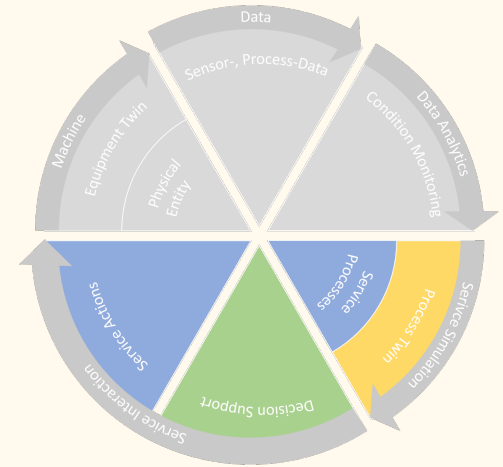
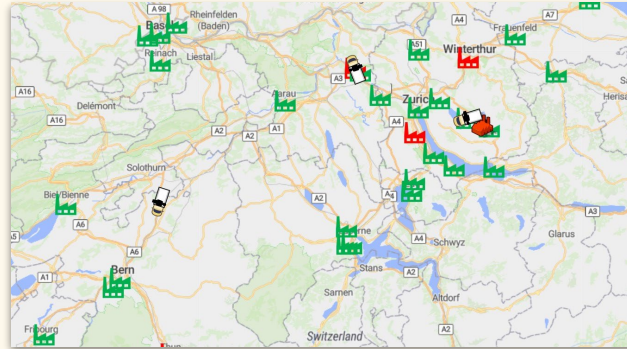
Condition Monitoring - Data Analytics

- Using the data for condition monitoring
- Acts as trigger for process twin



Process Twin - Service Simulation / Interaction

- Simulates service process when triggered
- Provides scenarios for decision support
- Basis for service actions



ZHAW Plattform Industrie 4.0

