

PRESS INFORMATION

More efficiency in service and maintenance

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The Hydraulic Hub from Bosch Rexroth makes service faster, smarter and more digital



Service and maintenance personnel can access the Hydraulic Hub's portfolio of digital solutions 24/7. (Image source: Bosch Rexroth AG)

The new digital toolbox for service: With its extensive range of digital services, the Hydraulic Hub from Bosch Rexroth simplifies and accelerates the service and maintenance of hydraulic products, thereby increasing machine availability. Service and maintenance teams can access the online platform 24/7, identify almost half a million Rexroth industrial hydraulic components and retrieve product-related service knowledge and processes.

As digitalization and electrification increase, the demands on service and maintenance personnel for hydraulics are growing. With the digital all-in-one solution Hydraulic Hub, Bosch Rexroth makes its comprehensive hydraulics and service expertise available to them in real time.

The digital platform offers end-to-end support from problem to solution and documentation. Rexroth hydraulic systems can thus be operated even more efficiently and effectively, and on-site personnel - whether experienced hydraulic technicians or new entrants - can react quickly and purposefully in the moment of service. In addition, the solution also supports the proactive maintenance of hydraulic systems and Rexroth components - for example by creating maintenance plans and checklists. All service and maintenance personnel benefit from the Hydraulic Hub - from technical managers to service and support managers and technicians. The Hydraulic Hub can be accessed via a web browser. The web application has an intuitive user interface and is compatible with all end devices - from computers, laptops and tablets to smartphones. Service personnel can access apps on various service topics via the start page. They can already use the platform to quickly and easily identify almost half a million Rexroth industrial hydraulic components and retrieve product-related service knowledge and processes - such as data sheets, service manuals, diagnostic tools, spare parts, maintenance points and information on the product life cycle and associated recommendations for maintaining smooth service operations.

With the help of AI-based tools, the Hydraulic Hub increases efficiency and productivity in service: Using the "Smart Assistant", for example, service personnel can interactively query information about the product and receive answers to specific questions. The "Smart Diagnosis" enables faults to be identified quickly by describing symptoms or entering an error code. Users receive customized solution suggestions for faster troubleshooting.

An optionally available connector is specifically designed for electrohydraulic components. With this component, they can carry out service tasks such as troubleshooting or maintenance directly on the products as part of offline workflows.

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Users gain access to all functions of the Hydraulic Hub via a quarterly or full-year subscription.



The Hydraulic Hub from Bosch Rexroth provides service and maintenance personnel with a comprehensive range of digital services. (Image source: Bosch Rexroth AG)

Basic Information Bosch Rexroth

As one of the world's leading suppliers of drive and control technologies, Bosch Rexroth ensures efficient, powerful and safe movement in machines and systems of any size. The company bundles global application experience in the market segments of Mobile and Industrial Applications as well as Factory Automation. With its intelligent components, customized system solutions, engineering and services, Bosch Rexroth is creating the necessary environment for fully connected applications. Bosch Rexroth offers its customers hydraulics, electric drive and control technology, gear technology and linear motion and assembly technology, including software and interfaces to the Internet of Things. With locations in over 80 countries, around 33,800 associates generated sales revenue of 7.6 billion euros in 2023.

Basic Information Bosch

The Bosch Group is a leading global supplier of technology and services. It employs roughly 429,000 associates worldwide (as of December 31, 2023). The company generated sales of 91.6 billion euros in 2023. Its operations are divided into four business sectors: Mobility, Industrial Technology, Consumer Goods, and Energy and Building Technology. With its business activities, the company aims to use technology to help shape universal trends such as automation, electrification, digitalization, connectivity, and an orientation to sustainability. In this context, Bosch's broad diversification across regions and industries strengthens its innovativeness and robustness. Bosch uses its proven expertise in sensor technology, software, and services to offer customers cross-domain solutions from a single source. It also applies its expertise in connectivity and artificial intelligence in order to develop and manufacture user-friendly, sustainable products. With technology that is "Invented for life," Bosch wants to help improve quality of life and conserve natural resources. The Bosch Group comprises Robert Bosch GmbH and its roughly 470 subsidiary and regional companies in over 60 countries. Including sales and service partners, Bosch's global manufacturing, engineering, and sales network covers nearly every country in the world. Bosch's innovative strength is key to the company's further development. At 136 locations across the globe, Bosch employs some 90,000 associates in research and development, of which nearly 48,000 are software engineers.

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