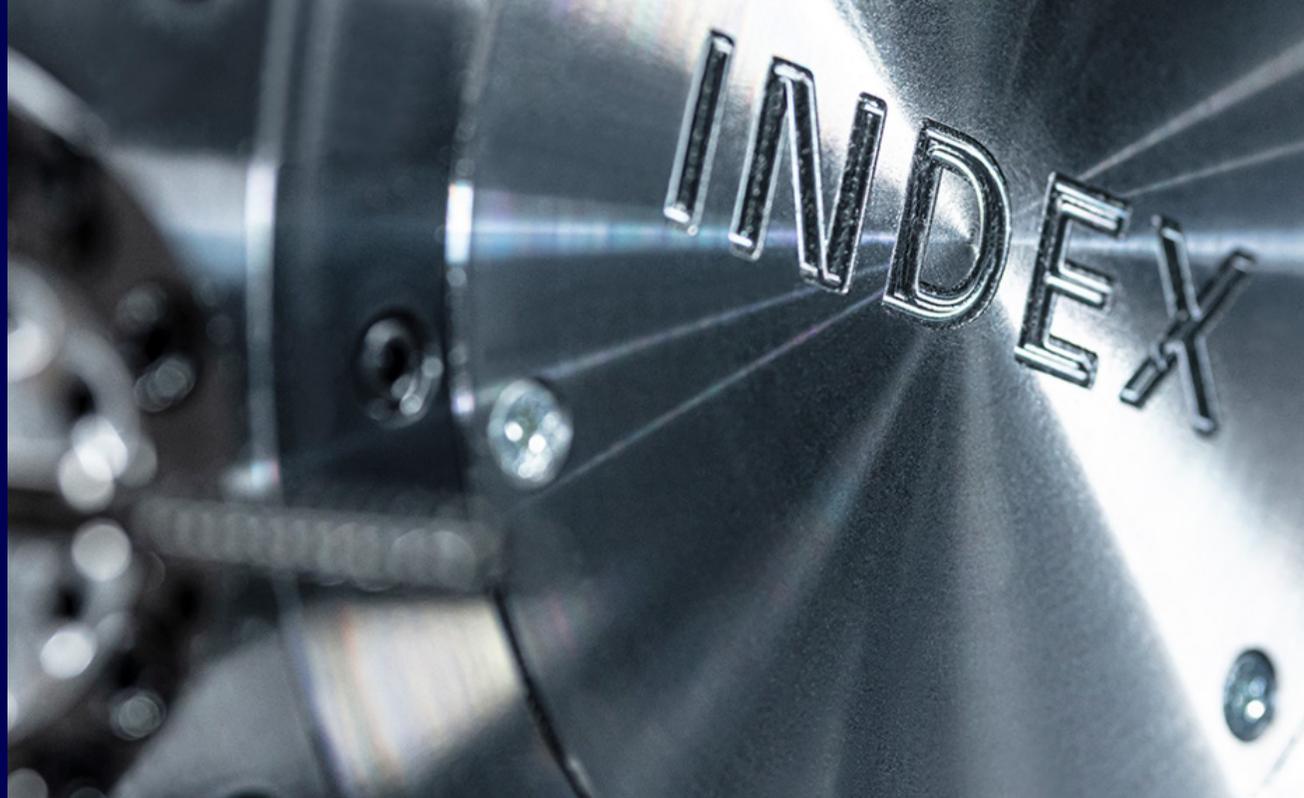


SYBIT



Success Story

**Many can build machines.
INDEX builds customer proximity.
Digitally.**

With iXworld, INDEX creates new services, greater transparency, and real value for customers.

INDEX

Mechanical Engineering Meets Digital Disruption

INDEX is among the leading manufacturers of CNC turning machines - with a clear positioning: highest precision, maximum reliability, and continuous innovation. But in the digital age, the rules of the game are changing. Machine quality remains important - but is no longer enough to ensure sustainable growth in international competition.

Today, customers expect digital support throughout the entire machine lifecycle: more transparency, more efficient processes, shorter downtimes, and better planning. This is exactly where INDEX stepped in - and, together with SYBIT, set a clear course: to selectively enhance its own proven premium products with digital solutions in order to deliver real operational value to customers.

The challenge: How can an established business model in mechanical engineering be expanded through digital services?



Four Action Areas: Rethinking Machine Operation - Digital, Efficient, Connected

The real challenge was not digitalization itself - but how to design it so customers truly benefit in their daily operations. That means: avoiding downtime, optimizing workflows, and unlocking new digital revenue streams. Instead of focusing solely on the machine like many

competitors, INDEX and SYBIT pursued a holistic approach: *"How can we help our customers make the most of their machines throughout the entire lifecycle?"* From this, a clear target vision emerged in collaboration with SYBIT - centered on four strategic pillars:

1

Machine Fleet Management:

Customers should always be able to see, what condition their machine is in, and which actions are planned.

2

Real-Time Condition Monitoring:

From a simple status display to intelligent alerts for deviations - machine information should always be accessible anytime and on any mobile device.

3

Efficiency Through Transparency:

Using usage data and performance metrics, optimization potential should be identified and production times realistically calculated.

4

Plannable Production:

Digital insights into machine availability and process data are designed to make production planning more flexible and secure.

INDEX-Werke GmbH & Co. KG



Company: INDEX
Industry: Mechanical Engineering



Headquarters: Esslingen



~ 2,000 Employees worldwide



€513.5 Million Revenue in 2023



Implemented Solutions:
SAP Sales Cloud,
SAP Commerce Cloud

The focus was always on delivering tangible benefits for the customer: **detect faster, respond faster, produce faster**. The key differentiator: INDEX didn't want to offer these services as an add-on, but make them a core element of a new business model - developed step by step together with SYBIT.

A New Business Model for the Digital Era

With this ambitious vision in mind, it became clear that machines – no matter how powerful – **can only reach their full potential when complemented by digital services and managed close to operations.** Comparable to a Formula 1 car that can only win with a perfectly coordinated pit crew.

INDEX and SYBIT therefore implemented a digital business model based on three core pillars:

1. Integration of Digital Services on a Holistic Platform:

INDEX developed the iX4.0 platform together with SYBIT, making machine information visible in real time – from an overview of the entire shop floor down to the spindle detail, depending on the user. Customers can use a dashboard with a simple traffic-light logic to monitor the status of individual machines, receive automatic fault alerts, and see at a glance whether a machine is waiting for material, lacking an operator, or experiencing technical issues.

The system ranges from simple status indicators to detailed machine signals such as rotational speeds or temperature values. This gives production managers a digital overview that allows them to analyse and control entire production halls at a glance – even on mobile devices.

2. Digitalization of Spare Parts and Service Processes:

With a modern eCommerce solution, the spare parts process was fully digitalized and integrated into the platform: When a machine fault is reported, the platform supports customers in troubleshooting and sourcing spare parts. The shop knows the specific machine configuration and offers matching parts – complete with availability and pricing.

This system was built in just six months and is now firmly established: one-third of all spare parts orders are processed through the digital channel – fast, error-free, and efficient.



3. Establishment of Subscription Models:

Today, new machines already come with digital services such as live monitoring, predictive maintenance, or production time calculation – initially free of charge, later as part of flexible subscription plans.

Customers gain access to digital services tailored to their needs and only pay for what they actually use. The entry barrier is low, and the benefits are immediately tangible – for example, when a fault is detected early and a planned downtime can be organized proactively.

SYBIT supported INDEX not only in the technical development of these services but also in strategic thinking – positioning them as a new revenue stream and a key differentiator in the market.

Together with SYBIT, INDEX not only developed the technical solutions but also built the strategic foundation. From product ideas to UX concepts and implementation – the collaboration was characterized by an agile, user-centered approach, iterative development, and close feedback loops with customers from INDEX.

This resulted in a holistic approach that not only digitalizes processes but also enables an entirely new business model – a digital edge with real business impact.

iX4.0 & Webshop – Two Solutions, One Digital Experience

Instead of isolated digital projects, INDEX created a connected system: The iX4.0 platform and the spare parts webshop are now key pillars of INDEX's digital strategy – closely integrated, jointly conceived, and continuously enhanced.

iX4.0 Platform – The Operations Hub for Your Machine Fleet

The platform was originally developed on the SAP Business Technology Platform (BTP) but later migrated to Microsoft Azure. SYBIT supported this transition both technologically and strategically. From the idea for the first app to the first operational IoT solution, only six months passed. SYBIT supported INDEX with an agile approach to continuously develop new features and respond to customer feedback.

Key Features of iX4.0:

- Real-Time Monitoring of Machines
- Predictive Maintenance & Utilization Analysis
- Optimized Production Control
- Visualization of Production Times
- Foundation for New Digital Services in a Subscription Model

Webshop – The Digital Bridge Between Analysis and Action

In parallel with the iX4.0 platform, the webshop was completely redeveloped to enable customers to order spare parts and accessories quickly and intuitively. SYBIT not only handled the technical implementation but also ensured the system was perfectly tailored to user requirements. With SYBIT's support, the webshop went live within just six months.

Key Features of the Shop:

- SAP Commerce Cloud as the Technical Foundation
- Support in identifying spare parts
- User-Friendly Interface with Automated Product Recommendations
- Already One-Third of Orders via Digital Channel
- Scalability
- Integration options with customers' procurement systems

What makes it special is the interaction: Insights from iX4.0 lead directly to action in the shop. The platform shows that a part needs to be replaced – and the shop delivers the right spare part in no time. Data-driven transparency becomes practical process optimization.



The Result: A Digital Game-Changer for INDEX

The project has made INDEX a pioneer in digital services and customer-centric processes in the mechanical engineering industry:

- More than 400 machines already connected to the platform
- One-third of spare parts orders processed digitally
- New revenue streams through subscription-based services
- Faster processes, fewer errors, better planning
- Clear differentiation in international competition
- Technology and innovation leadership in the industry



"SYBIT supported us not only technologically but also strategically. The close collaboration, transparent communication, and above all the holistic consulting approach were key to successfully implementing this project."

Martin Joos, Head of Digitalization, INDEX



Long-Term Partnership

With the iX4.0 platform, a fully integrated webshop, and a new logic of customer proximity, INDEX has demonstrated how digitalization in mechanical engineering can succeed: user-centric, iterative, and strategic.

With SYBIT as a partner, INDEX has not only established an innovative digital business model but also laid the foundation for a connected, future-proof production environment. Both companies rely on a trusted, long-term partnership that began years ago with the joint implementation of new sales and service processes based on SAP Sales Cloud. With this spirit, both companies continue to move forward into the digital future: mobile apps are already in the works.

We Create CX Champions.

500+

Customers

350+

Employees

100%

Customer-focused

No.1

for CX in Europe

Top 10

IT Employers

25+

Years of Experience



Let's Take the Next Step Together!

+49 7732 9508-2000

sales@sybit.de

Sybit GmbH
St.-Johannis-Str. 1-5
78315 Radolfzell
sybit.com