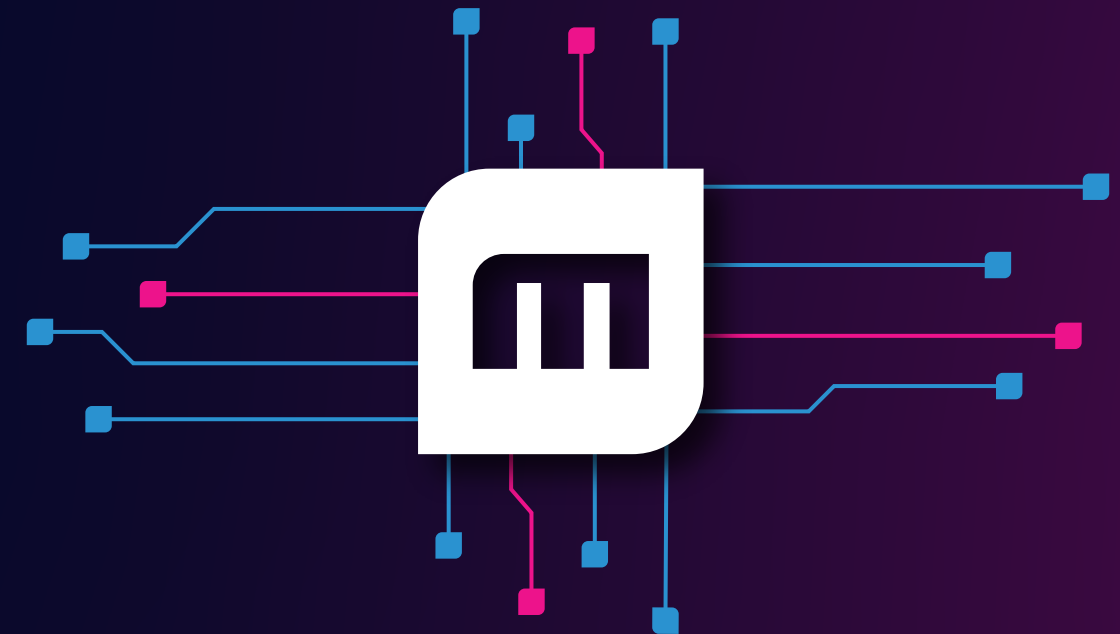


# Data native since 2017.

Welcome to the future—we've been waiting for you.



**We're not catching up. We're already here.**

MULTIVAC Group has been building the future of intelligent production for more than eight years. While others are just beginning their digital journey, we've already been living in the data age — refining, iterating, and scaling solutions that make manufacturing smarter. From intelligence on the floor to automation in support, every detail is designed to help high-volume manufacturers run stronger, leaner, and with more confidence.

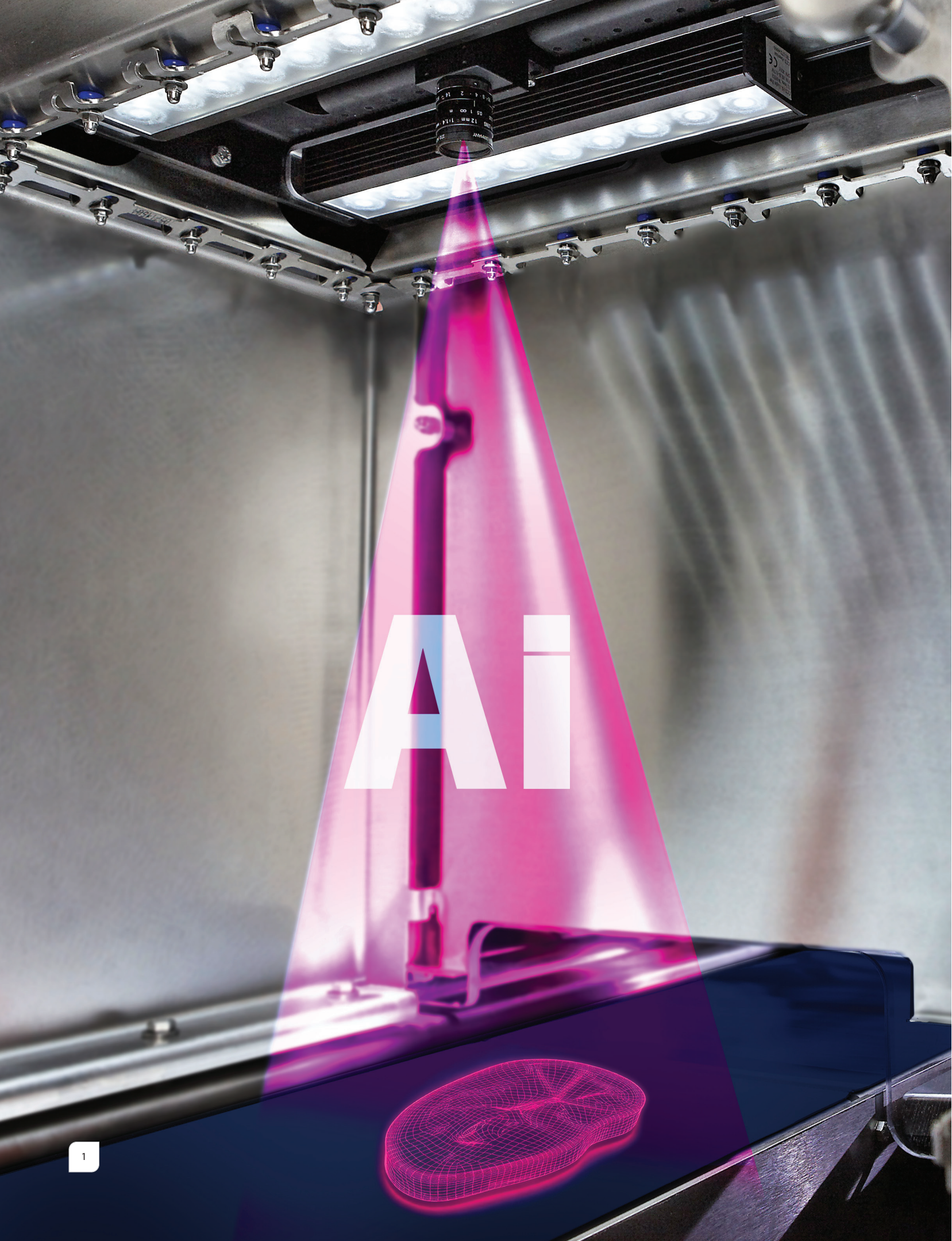
**#ThinkConnected**



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# Data isn't new to us — it's how we've always operated.

High-volume manufacturing leaves no margin for hidden losses. Every micro-stop, recipe drift, and utility spike costs production hours and profitability. Traditional reports only tell you what already happened — but in the AI age, success depends on what you see in the moment.

Smart Services is our plant-floor intelligence layer. It transforms production data into insight, helping manufacturers recover the hour, not just explain the day.

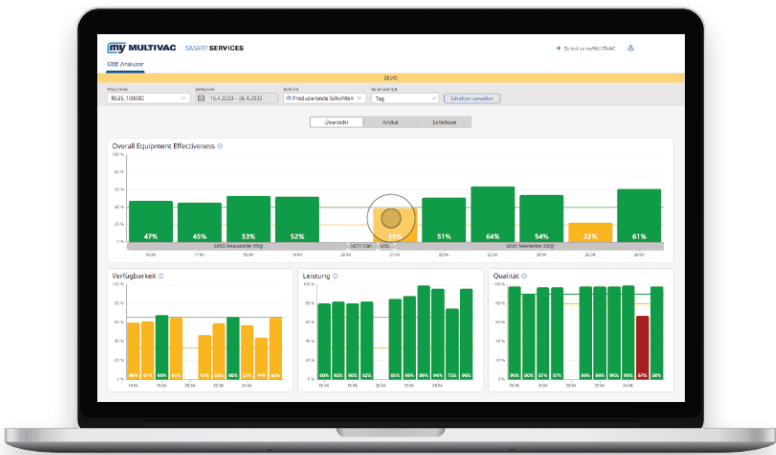
**Smart Production Dashboard:** Live visibility of targets vs. actuals.

**Smart OEE + Log Analyzers:** Pinpoint performance losses and root causes.

**Article Manager:** Track recipe changes to key parameters with 100% visibility.

**Watchdog + Maintenance Manager:** Predict and prevent downtime.

**Widget Dashboard + Production Insights:** Track utilities for total package cost & Scope 2 reporting.



*With fewer people on the floor, one person with the right insights can do the work of three.*



Because your line deserves the same intelligence *off* the production floor.

Performance doesn't stop with the machine. At MULTIVAC Group, we've built intelligence into the way we support our customers — ensuring parts, service, and expertise are always on and just in time.

**myMULTIVAC Portal:** A single hub for parts, service, documentation, and data.

**Preventive Maintenance Agreements (PMAs):** Planned uptime, predictable costs.

**Spare Parts Subscriptions:** Always-stocked essentials, delivered automatically.

**Consumables Refills:** Uninterrupted supply of daily production consumables.

**Remote Support with AR:** Our experts on your floor, instantly.

**AutoStore Fulfillment:** Automated, intelligent warehouse technology for accurate parts picking and lightning-fast delivery.

We didn't chase the era of intelligence—we built it.

2017 X-Line + Pack Pilot + Smart Services

With the launch of the X-Line, MULTIVAC became data-native. Pack Pilot automated parameter setting, while Smart Services introduced real-time monitoring and analytics. For the first time, processors could see cost per pack, hidden downtime, and yield performance as it happened — not after the fact.

2019 myMULTIVAC Customer Portal

We extended intelligence beyond the line with the launch of myMULTIVAC. Customers gained a single digital gateway for service, spare parts, and planned maintenance. What once required phone calls and paperwork became automated, transparent, and available 24/7.

2021 AutoStore High Density Warehouse

Next, we re-imagined fulfillment. Our AutoStore-powered logistics center in Kansas City transformed spare parts ordering into a high-speed, error-proof process. With robotic automation boosting efficiency by 30%, critical components ship faster — ensuring downtime is resolved before it becomes disruption.

2024 DirecTech Augmented Reality Support

Intelligence isn't just built into machines — it's in the way we serve customers. With DirecTech AR support, MULTIVAC Group experts can now see what operators see, guiding them through troubleshooting and repairs in real time. The result: faster resolutions, reduced service visits, and greater uptime for our customers.



From planning to parts, we've engineered support as intelligent as our equipment.

While others are just beginning, we've been iterating for years. This is how intelligence scales.





## Welcome to the next chapter of connected production.

After shaping the era of data-native manufacturing, MULTIVAC Group is taking intelligence even further — giving operators, managers, and executives tools to make production more predictive, more strategic, and more mobile.

### Service Intelligence Center

Our Service Intelligence Center is an intelligent monitoring tool that applies predictive rules to RX and TX machines and alerts our remote support experts when critical states are approaching. Using live data, our experts proactively communicate with you to resolve issues before they occur. Already proven in the field, the Service Intelligence Center has successfully predicted errors and prevented unplanned downtime — shifting support from reactive to proactive and protecting revenue for our customers.

### Mobile HMI powered by MULTIVAC Line Control

A glimpse of what's next: the Mobile HMI. Made possible by MULTIVAC Line Control, this innovation will allow operators to take full line control with them, anywhere on the floor. MLC standardizes recurring processes like start-up, shutdown, article changeovers, and line emptying — ensuring faster, simpler, and error-free operation across the entire line. With the Mobile HMI, operators will detach the control panel and carry it with them — making adjustments, monitoring throughput, and addressing bottlenecks on the go. It's the future of mobility in manufacturing: flexible, intelligent, and operator-focused.

### What comes next?

We believe tomorrow's production environment will be even more connected, with predictive insights extending beyond the machine to the entire supply chain. Imagine a future where service ecosystems not only detect downtime but also optimize energy use, forecast spare parts demand, and orchestrate production scheduling in real time. These are product possibilities. Join us as we evolve our intelligent customer support — let's imagine the future of Industry 5.0 together!

We're not just connecting equipment — we're shaping the future of smart customer support.

### #ThinkConnected. Discover Smart Customer Support.

Scan the code to call and learn more today!



*Intelligence designed for the AI age of manufacturing.*