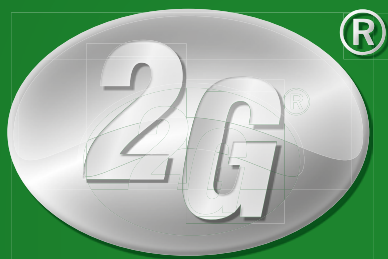Partnership with
new opportunities.
Digital added value.

2G

We make you even more **successful**.

The digitalization offers you as a certified 2G partner and your customers interesting opportunities. Generate an added value. Take advantage of new sales opportunities. With the digital solution package from 2G: **my.2-g.com.**

my.2-g.com
The digital services.

my.2-g.com is a forward-looking digital customer and partner portal of 2G. There are technical, administrative and commercial processes, data and reports intelligently networked. The application for the plant operator or certified 2G partner is quite simple: Twelve useful tools and services are currently available: From the Plant Manager, which provides a quick overview of the current performance data of a plant, via a digital archiving of all relevant documents of a plant (Project Documents) up to the online training calendar. Further tools are under development.

Plant operators and partners who use my.2-g.com are not only well informed about their plants. They benefit from a highly transparent and efficient management of their 2G plants and continuous optimization of plant operation.

CRM

Connect

Plant Manager

Training

Raw Data Connector

Service Planner

Partner Shop

Technical Data

Claims Manager

Marketing

Parts Catalog

Project Documents

my.2-g.com

The toolbox for an efficient partnership with 2G.

my.2-g.com
A little insight.

Plant Manager

Plant Manager
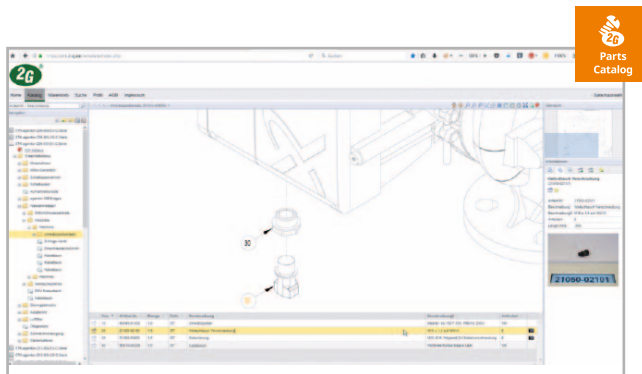
Parts Catalog

Partner Shop

Service Planner

Training

How is digital **added value** created?

The following overview gives an example of the new possibilities and benefits of digitalization for plant operators.

2G POWER PLANT.
The digital heart.

2G POWER PLANT has been developed to create the highest transparency for the operator, to increase the plant availability in order to ensure the overall efficiency of the plant operation at the highest level.

The 2G POWER PLANT interface is the technical basis and a prerequisite for:

• Comprehensive use of my.2-g.com

• 2G Premium Service Agreement

• Plant availability of > 95%

• Continuous plant optimization

How does 2G POWER PLANT work?

The 2G system sends operating data including faults to the 2G POWER PLANT. In the event of a break down, this is displayed in my.2-g.com in the Plant Manager. The digital intelligence of the 2G POWER PLANT can automatically trigger a service order: Either the operational readiness is restored by the 2G service by remote selection or a nearby service technician will be notified to resolve the problem as soon as possible.

The 2G POWER PLANT not only reports operating faults, it also informs the operator and the service technician about possible solutions. This means that the technician – whether on remote selection or on site – is optimally prepared. Possible downtimes are reduced to a minimum.
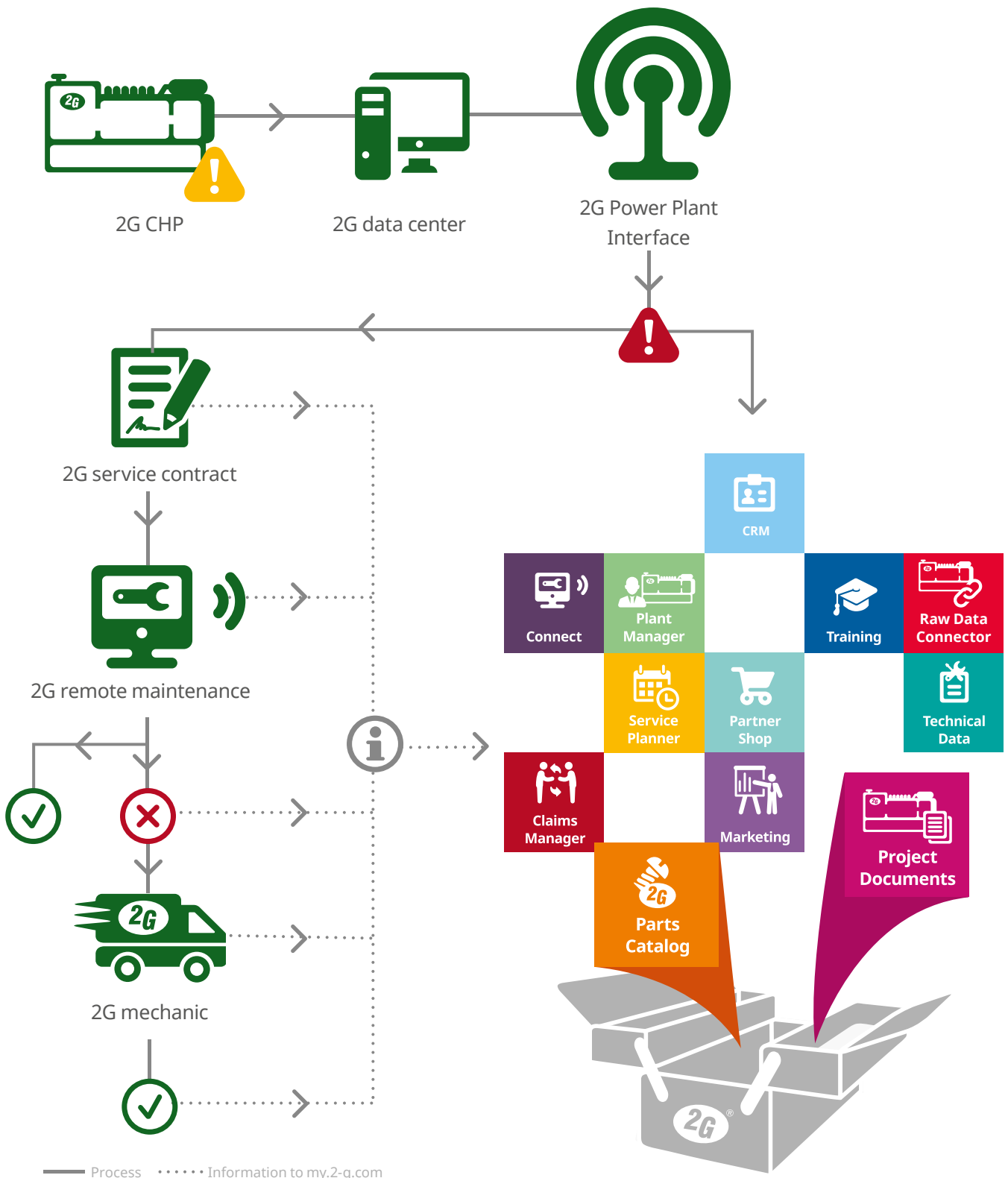
Included in the 2G Power Plant interface, is one annual free access to my.2-g.com "Connect" (according to the graphics page 15).

All information can be tracked in real time in the my.2-g.com "Plant Manager" and are automatically stored in the digital customer file in the my.2-g.com "Project Documents".

Digital added value for plant operators:
Higher availability, optimized operation, more overall efficiency.

2G CHP

2G data center

2G Power Plant
Interface

2G service contract

2G remote maintenance

2G mechanic

CRM

Connect

Plant
Manager

Training

Raw Data
Connector

Service
Planner

Partner
Shop

Technical
Data

Claims
Manager

Marketing

Project
Documents

Parts
Catalog

Process   Information to my.2-g.com

my.2-g.com
The Tools.

Plant Manager

my.2-g.com - Plant Manager
### **Status reports and performance reports**

With the Plant Manager your 2G plant park is always in view. Current performance data, the most important current **parameters** such as operating hours, services, temperatures and **status messages** allow a fast overview of the **current performance** of the 2G plant.

It is possile to **configure certain filters**, to recognize as soon as possible, in which plants special parameters are present, whether a maintenance is required or the **connection to the plant is disturbed**. An analysis and the further planning are so very effective.

A so-called **Energy Reporting Service** is integrated into the Plant Manager. You can create reports of the last **monthly key figures**. These reports can be **subscribed**, to automatically receive them by e-mail every month.

The values can be **exported to a standardized file format**. So is a re-use of the data on customer or operator side always easily possible. An example is energy reporting to governmental institutions.

Create your own "Morning Coffee Dashboard" and see first if there are any particularities in the operation of your 2G plants.

Project Documents

Connect
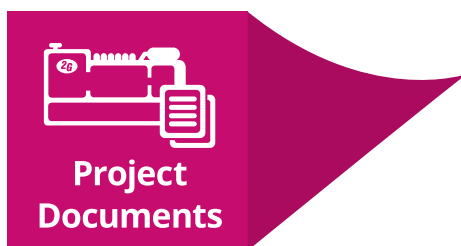
my.2-g.com – Project Documents
Overview of the entire life cycle of a plant

The "Project Documents" tool enables you to view and download **all documents** created in the life cycle of a 2G plant. From the operating instructions to technical drawings, R & I flow diagrams and electrical diagrams up to the digital maintenance logs and assembly reports. **Everything is available at any time. Find the data you need with just a few clicks.**

my.2-g.com – Connect
Remote control of the plant

The plant control of a 2G plant can be called up on a terminal (Windows-based computer / Windows 7 or higher) via an **encrypted connection**. This means that all functions available at the plant site can also be operated **from any other location in real time**. For example, the system can be **started or stopped**, or current values and status messages can be viewed via a computer. The most important system data, such as the electrical produced power or the operating state, can be accessed via the smartphone in view mode. **Control your plant conveniently and safely at any time from any place in the world.**

my.2-g.com
The Tools.

my.2-g.com – Service Planner
Online scheduling for high transparency and cost-efficiency

The 2G Service Planner allows an optimal connection between the 2G service personnel and the certified service providers or service partners. This ensures a **transparent and secure disposition of the service staff**. The performed **maintenances** are **documented** in the plant history, so that at any time you can see in the my.2-g.com "Project Documents", who has done which tasks and which parts have been installed. The Service Planner has an interface to the ERP system from 2G, which supports a **fast spare parts supply** and enables efficient work. **Maintain the overview as a 2G service provider / partner.**

Service Planner

Parts Catalog

my.2-g.com – Parts Catalog
Comfortable spare parts search

The my.2-g.com Parts Catalog is an online spare parts catalog, which always contains up-to-date **explosion views** of 2G plants and **article photos** for the different parts. The Parts Catalog contains a comprehensive and **interactive search function**. The search results lead directly to the requested module. This ensures a correct identification of the parts even better. **Generate your order inquiry directly from the Parts Catalog.**
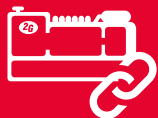
my.2-g.com – Partner Shop
Quick spare parts supply

The online shop for 2G spare parts is **very comfortable**. Here the 2G partners can not only see the order history, but also create individual order templates for recurring orders. **Quickly ordered. Quickly delivered!**

Partner Shop

Raw Data Connector

my.2-g.com – RDC
Intelligent networking with the digital world of the customer

RDC stands for Raw Data Connector and refers to the 2G raw data interface for **individual integration of individual plant parameters directly into the digital world of a 2G customer**. With this tool, for example, the most important plant parameters can be integrated into the control room of an industrial operation. For 2G systems, no additional hardware installation is required. **You avoid a possible source of error and unnecessary system complexity.**

Claims Manager

my.2-g.com – CRM
Transparency, effectiveness and customer proximity

The CRM tool (Customer Relationship Management) enables an assignment of qualified sales opportunities (leads) to the partners. The advantage lies in the targeted tracking of the leads in close cooperation from 2G as manufacturer and the partners. **Increase your sales success!**

CRM

my.2-g.com – Claims Manager
Efficient warraty management

This tool serves as a communication platform between 2G and the certified partner. The aim is to make the handling of warranty cases as **simple and transparent** as possible. Online warranty applications can be submitted, documents and photos uploaded, and articles selected from the database. The required assembly reports and checklists for the 2G plant are available in my.2-g.com "Project Documents".
In the case of a status update, the applicant automatically receives an e-mail.
Always keep an eye on the current processing status.

my.2-g.com
The Tools.

Marketing

Technical Data

Training

my.2-g.com – Marketing
Sales support for partners

Current sales-supporting presentations and other **useful documents for acquisition** are available at my.2-g.com Marketing. If partners want to integrate the **2G logo** into their communication, they will find it here as well. **Advertise with a strong brand: 2G.**

my.2-g.com – Technical Data
All information at a glance

The tool allows targeted online access to **relevant** technical specifications, interface drawings, declarations of conformity, P & I diagrams or technical instructions for the operation of the plant. The user only sees the information he needs. **Targeted information. Because less is more!**

my.2-g.com – Training
Knowledge as a competitive advantage

The "Training" section includes the planning and booking platform for operator and service training. **Always stay up to date.**

my.2-g.com
The solutions packages.

Target group / Abonnement	Operator		Energy suppliers, Energy service providers, Major customers			2G Service Partner/ Provider	2G Sales Partner/ Planer
	Basic	Connect	Basic	Connect	RDC	Service	Marketing
Technical Data			x	x		x	x
Training	x	x	x	x		x	x
Plant Manager	x	x	x	x		x	
Project Documents	x	x	x	x		x	
Connect		x		x		x	
RDC					x		
Parts Catalog			x	x		x	
Partner Shop						x	
Service Planner						x	
Claim Manager						x	
CRM							x
Marketing						x	x

Do you need any more information?
We would like to support you!

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Partnership with new opportunities.

Networked work.

Maximize transparency.

Increase plant availability.

Optimize plant operation.

Increase overall efficiency.