

JAT optimizes customer service with the digital information portal powered by gds

Jenaer Antriebstechnik GmbH (JAT) has taken its customer service to a new level by implementing gds GmbH's content delivery portal, easybrowse. With a user-friendly, always-available information portal, JAT offers its customers quick access to technical documentation and other information such as test reports and software updates – whether they're on or offline.

Digitization not only enables more efficient information management, it also promotes sustainability by eliminating the need for physical documentation. This portal is a classic example of how modern technology improves customer satisfaction and internal efficiency at the same time.

Jenaer Antriebstechnik GmbH (JAT) is a globally leading supplier of high-precision mechatronic drive solutions. Since its founding, the company has specialized in developing and finishing custom positioning and movement systems for demanding applications in a wide variety of industries.

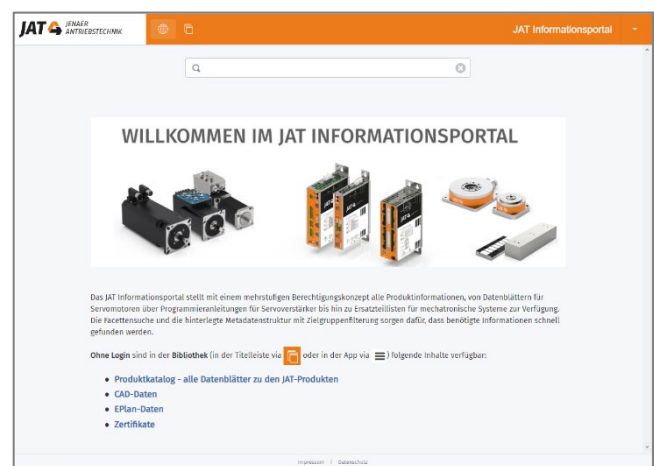
JAT supplies customers in areas such as automation, electronics, and the optical industry with custom solutions that meet the highest standards for precision and quality.

JAT stands for innovative strength and excellent customer service, from development to production to implementation and maintenance.

From data sheet to assembly instructions – up-to-date information always available

All information regarding products and solutions is supplied in the JAT information portal. The information portal is free to use as either a web version or as an app for Android and iOS. Standard access gives the user access to the number of documents and data on JAT products. These include data sheets, manuals, certificates, CAD data,

EPlan data, setup software, and firmware. In addition, customers who wish to do so may obtain special access to retrieve accompanying documents on customer-specific mechatronic systems, such as assembly instructions, maintenance schedules, cable diagrams, drawings, test reports, and lists of spare parts.



JAT information portal implemented with the content delivery portal easybrowse from gds GmbH – seen here as web version

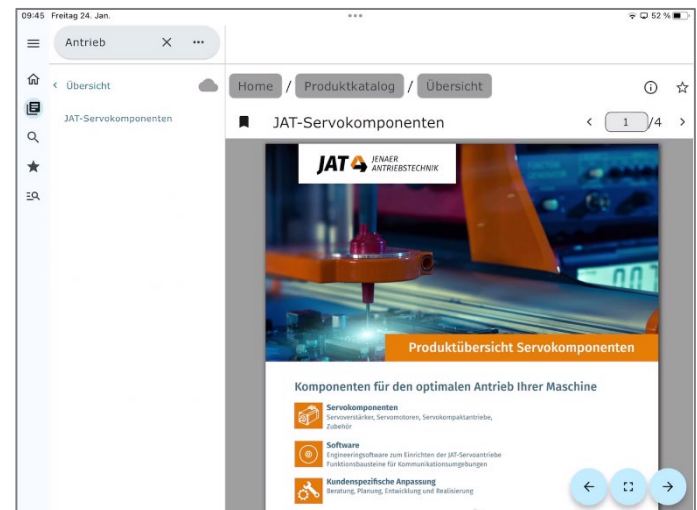
Integrating a bar code onto type plates allows JAT to give direct access to associated documents to customers by simply scanning in the app. Furthermore, all content can be saved for offline use, which is especially useful in environments with limited internet access.

Digitizing customer service with easybrowse

The introduction of gds GmbH's content delivery portal easybrowse at JAT was supported by an incentive program of the state of Thuringia. This allowed JAT to take down the former download area of its website that provided marketing and technical documents and become fully digital. This also significantly cut down on the number of physical documents printed out, which minimized both paper consumption and manual work processes.

The documents in the portal are recorded by means of various processes, some manual and some automated. Sources for data include, among others, an XML content management system and data provided via "hot folders." Information is largely exchanged via the iIRDS standard, which ensures consistent and standard-compliant information management.

With its search engine and integrated use of meta data, the portal makes it possible to search for information quickly and precisely. The user-friendly interface allows users to find the documents they want in just a few clicks.



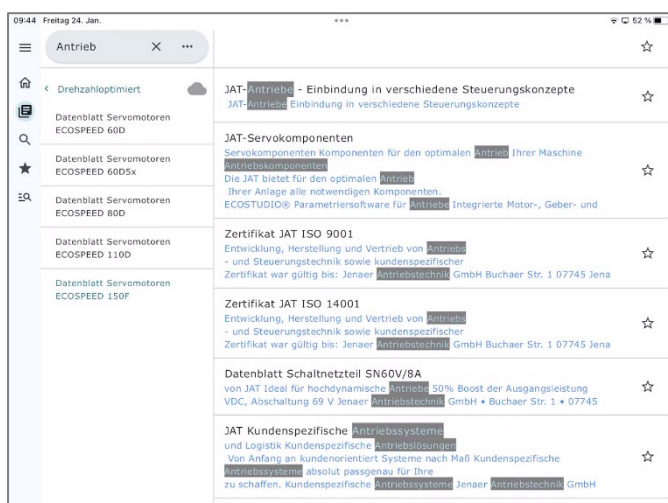
Results of full text search open by clicking once on the search result

With the extensive filtering options, including by product variant or feature, customers can quickly and easily find exactly the information they need. This saves time and helps to smooth out any problems customers may encounter in using the products.

The JAT information portal – improves sustainability and efficiency

JAT explains in a video published on YouTube how this new digital solution simplifies and optimized the entire documentation process. The implementation of the portal has not only increased customer satisfaction, but also significantly improved efficiency in information management.

The video offers a comprehensive look at the functions and advantages of the portal and can be viewed here: [JAT Information portal – YouTube](#).



Full text search in JAT information portal – "drive" used here as an example