MTS SmartService™ Experience

Transforming access to service information

Benefits

At the tap of a tag, see:

- » Service history timeline
- » Calibration certificates
- » Routine maintenance reports
- » Open health issues
- » User manuals
- » Lab overview summaries

With today's technology, MTS provides a revolutionary way to access service history. As part of the MTS SmartService experience, you will receive complimentary tools to help you easily retrieve important service information about your test systems.

How it Works

An MTS field service engineer tags test equipment with a near-field communication sticker that has an embedded chip that uses the same type of technology found in mobile payment systems. This SmartTag sticker allows for quick retrieval of service information by "tapping" the tag with a device enabled with the MTS SmartService app. As we perform maintenance, repairs, calibrations and other services, we use the SmartTag as an identifier to store service history and reports.

Apps for the MTS SmartService solution are available for iOS or Android on the App Store or Google Play Store as well as for desktop on Windows PCs.

be certain.

Easily Access Service Records

With your MTS SmartService app-enabled device, you can walk up to any system with a SmartTag and pull up its entire service history. This simple, free and convenient way to track equipment service is all part of the MTS Service experience.
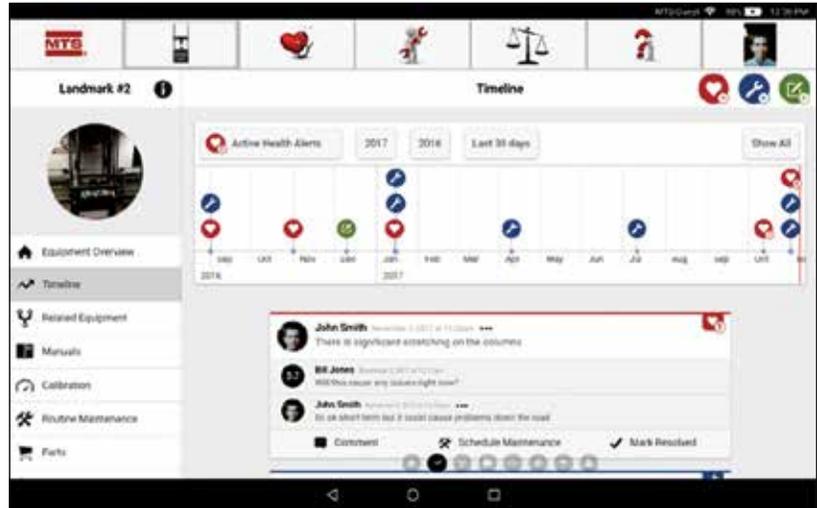
Interactive Service History

Monitor Equipment

You can set up overviews and alerts to keep on top of equipment health or maintenance and calibration schedules.
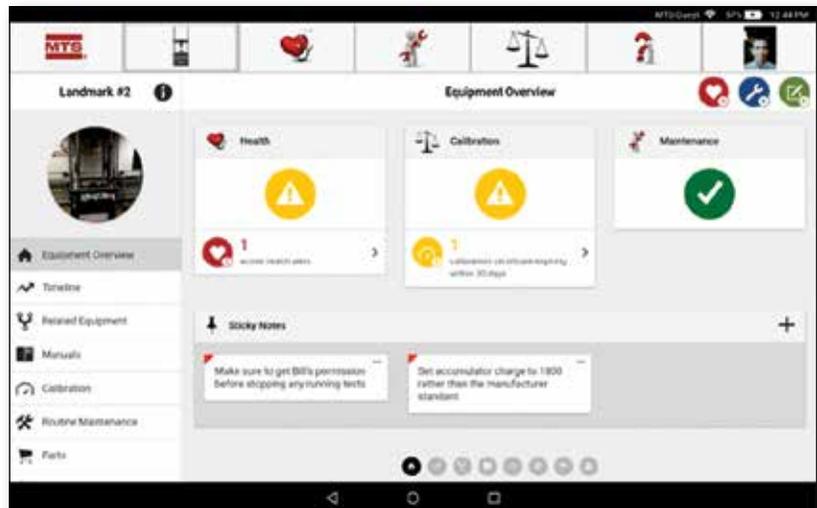

Easily Spot Issues

Address Equipment Health Issues

Your MTS field service engineer will log health issues, and you can use the MTS SmartService app to see them, ask questions if you'd like and proactively decide how to handle the issues.

Communicate About Health Issues
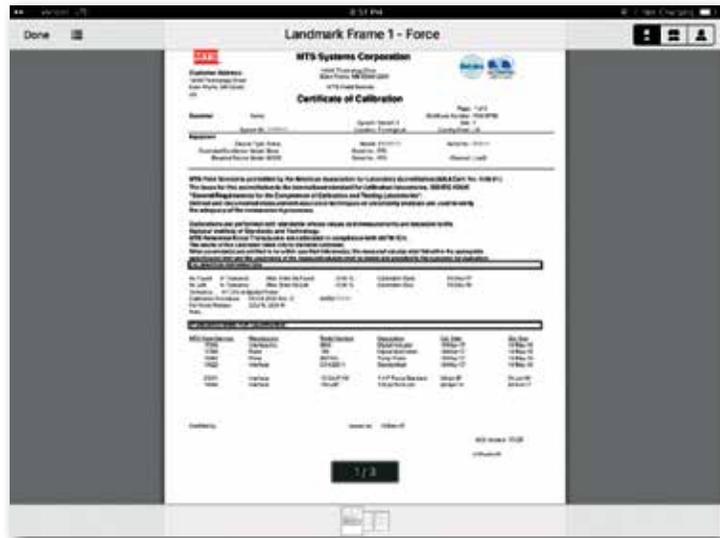
Track Calibration Schedules

The MTS SmartService platform tracks calibration certificate expiration dates and can alert you when a new calibration is required. It also stores the calibration certificates for quick and easy retrieval.
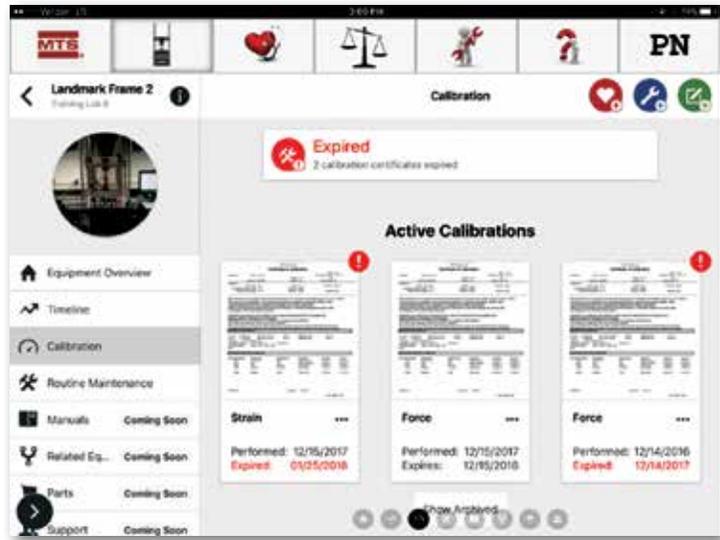

Expiration Dates

Store Important Documents

Calibration certificates, routine maintenance reports, service visit reports and service history for any test system can be found at the tap of the SmartTag.

Calibration Certificates

Interactive Routine Maintenance Reports

Not only does the MTS SmartService platform keep track of Routine Maintenance schedules, it also stores the detailed, interactive reports, complete with field service engineer comments. Within the report, you can tap on categories to see more information, and ask questions about individual items.
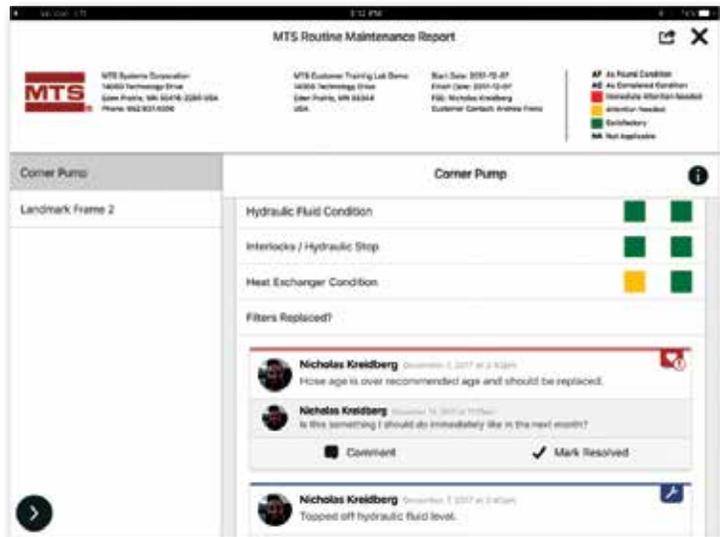
Interactive Routine Maintenance Reports

Repair History & System Manuals

If you've ever wondered about the repair history of a test system, you can now see that information within the Service History logs. You can also access the system manual to look for operational instruction or troubleshooting information.
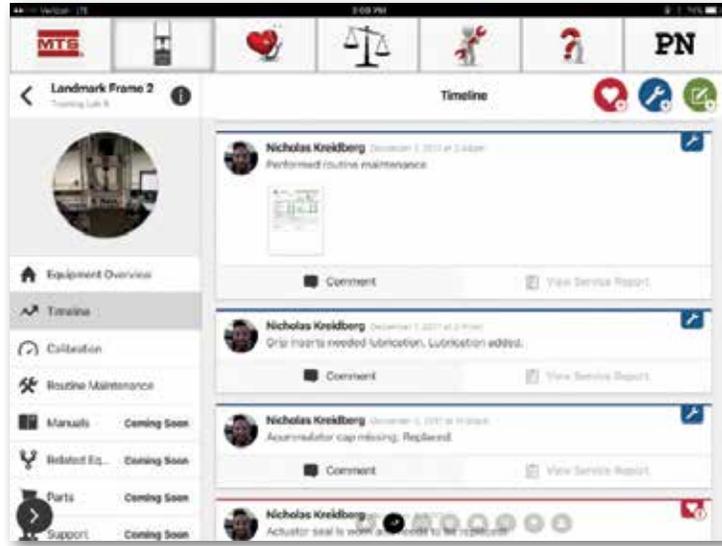
Service History Log

Service Visit Reports & Lab Overview

Know exactly what was done to a particular test system just by tapping the tag, or review service history across the entire lab. Best of all, this modern way to access service history is free to you as an MTS service customer.

Track Information Across the Lab

Data Security

The MTS SmartService platform uses NFC chips embedded within an MTS SmartService sticker to tag equipment. No service history data is stored on this NFC chip beyond a unique identifier.

Additional security information can be found in the MTS SmartService Security brochure.