



Schaeffler Special Machinery: Developing Machine Cockpits with AI assistants for operators

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Why Google Cloud

Modern production lines face challenges from automation complexity, skilled labor shortages, and disruptive machine failures. To address these issues, [Schaeffler Special Machinery](#) adopted Google Cloud's scalable solutions on four different use cases to develop Machine Cockpits with AI assistants for operators.

Solution

Through natural language interaction using [Vertex AI](#) and [Dialogflow CX](#), operators will be able to 1) **set alarms for potential problems** (e.g. email notification if the limit value of characteristic *height* is exceeded), 2) **answer questions about historical machine data** (e.g. showing the ten highest measured values of characteristic *height* in the last week), 3) **visualize historical machine data with interactive graphics** (e.g. showing the oil temperature and the cycle time of the last 4 hours), and 4) **query documentation with follow-up questions for better understanding** (e.g. how to start a machine). This AI assistance presents significant potential for improving production environments.

About Schaeffler Special Machinery

Schaeffler Special Machinery, part of [Schaeffler](#), is a global partner for production solutions, focused on the goal of making tomorrow's production more intelligent, efficient and sustainable.

Industry: Manufacturing

Location: Germany

Impact

- **Downtime reduction**, especially for complex production systems with dynamic issues
- **Assistance during staff shortages** and for training new employees
- **Fast support for data-driven troubleshooting** on all connected devices

