

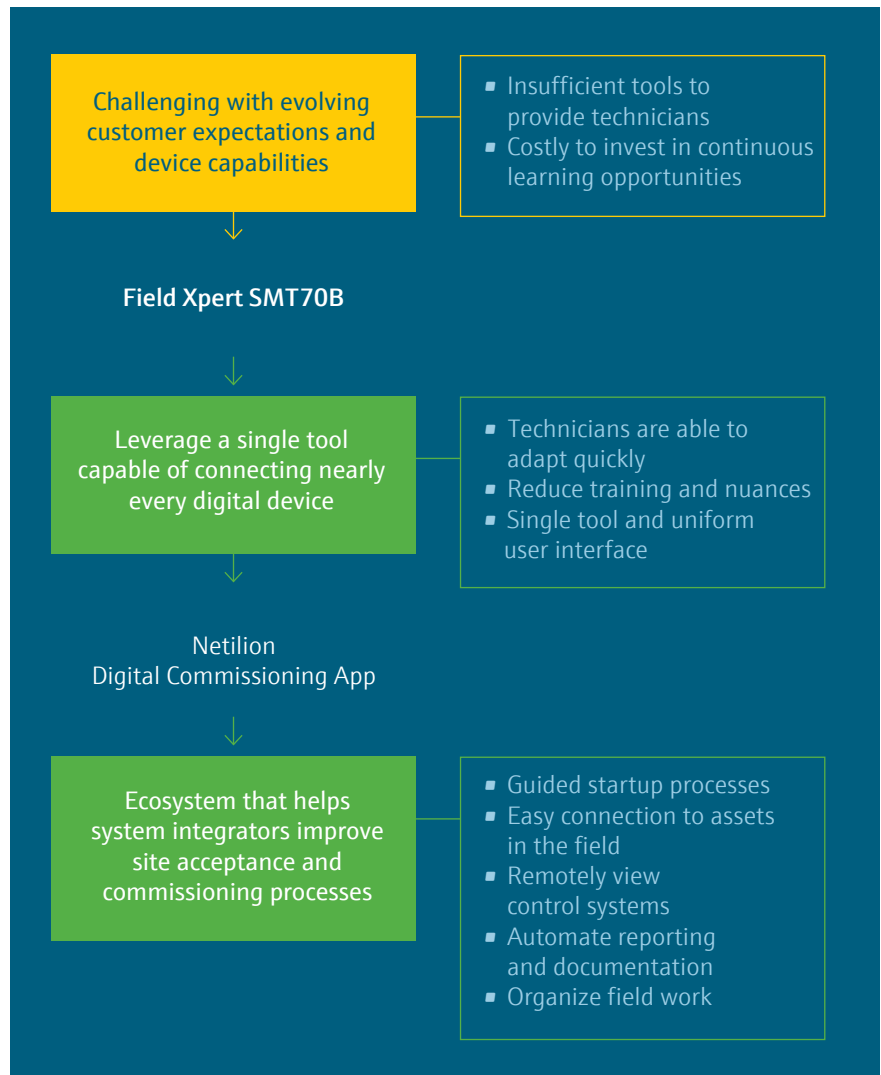
Advancing a connected workforce strategy

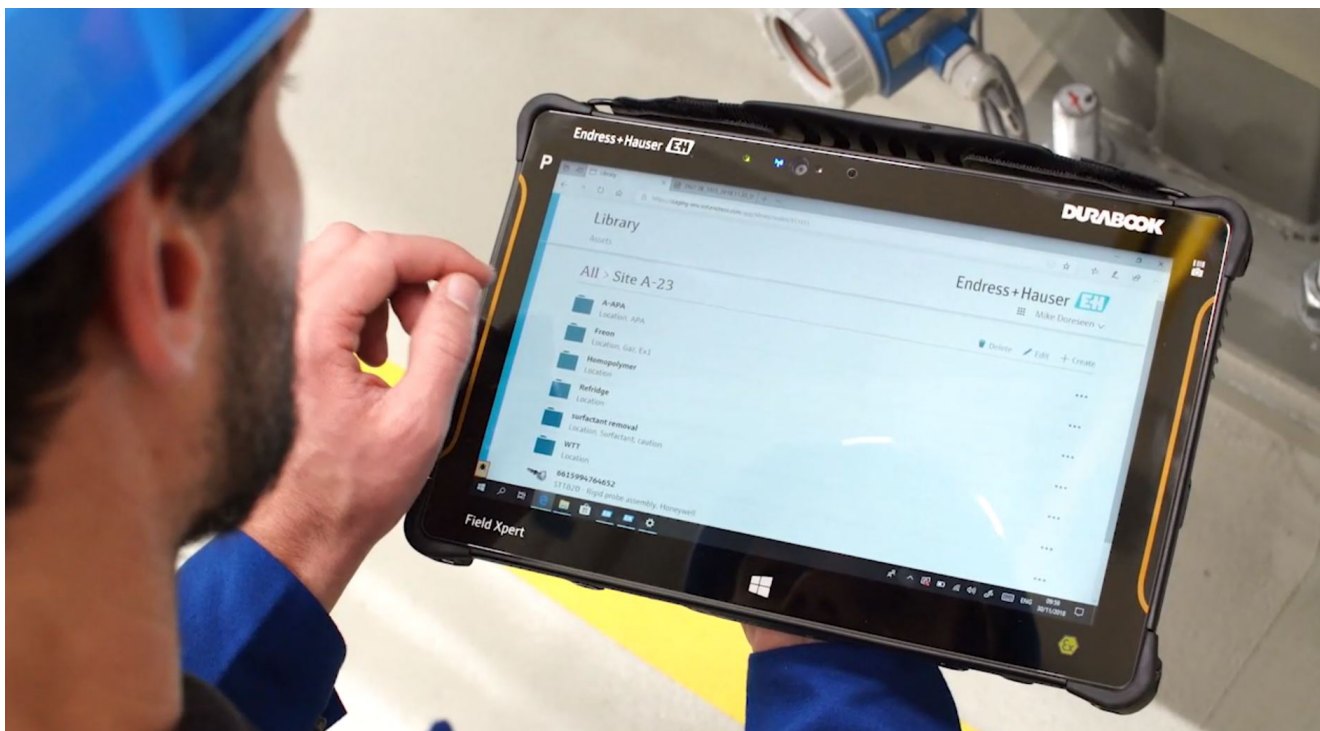
System integrators work in complex environments where efficient testing and timely system delivery are critical to maintaining productivity



Benefits at a glance

- Connect to virtually any device with support for over 4,000 device and communication drivers across industry standards and protocols
- Secure and reliable access to asset parameterization and diagnostics for efficient troubleshooting and configuration
- Automate documentation of plant service and commissioning activities to save time and ensure consistency
- Customize workflows by installing third-party software and remote soft clients on the Windows-based platform
- Work anywhere, anytime with full support for both online and offline commissioning tasks





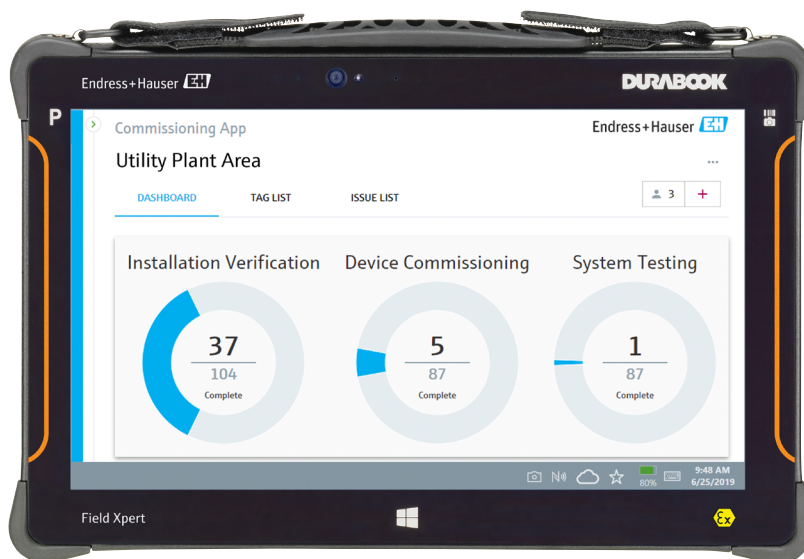
Summary A system integrator working in complex industrial environments sought to streamline its site acceptance and commissioning processes. With increasing device diversity and evolving customer expectations, the team needed a more efficient way to manage field operations. By adopting Endress+Hauser's Field Xpert SMT70B tablet, Netilion and the Digital Commissioning App, the system integrator simplified workflows, reduced training time and delivered more complete and timely handover packages, ultimately improving customer satisfaction and operational performance.

Challenge Supporting a wide range of devices, manufacturers and communication protocols made it challenging for technicians to stay proficient and efficient. The use of multiple tools and platforms created unnecessary complexity, increased training demands and introduced the risk of errors during commissioning. Additionally, documentation was often delayed or incomplete, and technicians lacked the ability to interact directly with control system

HMIs in the field, limiting visibility and slowing down troubleshooting.

Solution The integrator implemented the Field Xpert SMT70B, a rugged all-in-one tablet designed for field service and commissioning. With broad device compatibility and a consistent user interface, technicians quickly adapted to the tool, reducing the need for extensive training. The

Windows-based platform supported third-party applications, including advanced valve management tools and PLC thin clients that mirror control system HMIs. This gave technicians real-time visibility into system behavior and improved coordination with control room operations. Its ability to function both online and offline ensured reliability in any environment.



By integrating with Netilion, Endress+Hauser's cloud-based IIoT ecosystem, the team gained real-time access to device data, parameter configurations and verification reports. This eliminated the need to return to the office or docking station to organize documentation. Instead, commissioning data was saved and structured directly at the point of use, streamlining workflows and improving data accuracy.

Additionally, the Digital Commissioning App – part of the Endress+Hauser ecosystem – provided guided workflows for device setup and verification. This ensured consistency across commissioning tasks,

reduced the risk of human error and enabled technicians to follow standardized procedures even in complex environments.

Results The Field Xpert SMT70B, combined with Netilion services and the Digital Commissioning App, transformed the integrator's commissioning process. Technicians executed guided start-ups, connected to devices efficiently and captured data directly in the field. With access to mirrored HMI views and integrated valve diagnostics, troubleshooting became faster and more precise. Netilion enabled automated documentation, cloud-based storage and remote access to system

interfaces, improving collaboration and reducing administrative overhead.

The Digital Commissioning App further enhanced efficiency by standardizing procedures and ensuring that all required steps were completed and documented. These enhancements led to faster commissioning, fewer delays and more accurate handover packages. The ability to organize and access commissioning information in real time improved technician efficiency. Overall, the solution reduced complexity, increased productivity and strengthened the integrator's service delivery.



Learn more about the Field Xpert SMT70B



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