

Case studies on data sharing

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tapio: the wood industry's digital ecosystem

tapio connects manufacturers of construction machinery and tools in the wood processing sector with their users via a variety of web apps and enables mutual data exchange via an open data ecosystem.

Concrete example in the tapio data space: ServiceBoard



Aim: Linking manufacturers and users to ensure early, rapid and correct maintenance of machines and tools.



Procedure: Tool and machine data, including historical data and empirical figures, are made available by the manufacturers in the data space. Connected **machines report maintenance requirements in good time** based on usage. Possible solutions are immediately available to the user in the event of error messages. In return, **the manufacturer receives information on the use and behaviour of the machines** so that it can improve its **products and services accordingly**.



Result: The user of the ServiceBoard application sees a significant **reduction in downtime and machine stoppages** due to error messages. **Simplified and faster remote maintenance** leads to lower service costs. The manufacturer gains a better **understanding of the use and wear** of the machines.

Link: [tapio](#) and [tapio ServiceBoard](#)



Players

Construction machinery manufacturers (e.g. Heesemann, Festo, Dürr), technology partners (Appvisory, Microsoft) and workshops / furniture manufacturers



Type of data

Tool (utilisation) and materials data



Data space

tapio's proprietary data space



Economic sector

Manufacturing industry, wood processing, construction machinery manufacturer



Data flow

Business-to-Customer-to-Business (B2C2B)



Geographical category

Worldwide in approx. 30 countries, more than 1.2 billion transactions