Digital Service Management.

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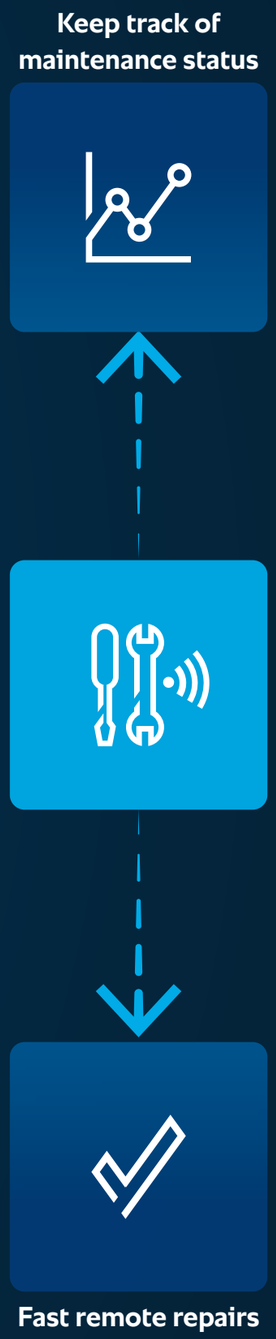
An error in the cooking system must be fixed as soon as possible. Or even better: it doesn't happen in the first place. Digital Service Management from RATIONAL makes both possible. It keeps you and your RATIONAL Service Partner informed about the maintenance status, as well as helping to ensure faster and fewer service calls than before. Digital Service Management has two parts:

- Digital service report: system and maintenance status report with AI-generated usage-based recommendations
- Remote troubleshooting: fast remote repair by the service technician

The basis for Digital Service Management is the ConnectedCooking digital kitchen management system from RATIONAL. The platform also offers many free features.

Why not give it a try?

ConnectedCooking



Benefits to you.

Minimize system downtime.

Always reliable.

You and your service partner can keep an eye on the maintenance status of the cooking system at all times. Receive a push notification automatically in the event of an error so you can act quickly. This minimizes system downtime and creates reliability.

Extend the life of your equipment.

Profit sustainably.

View maintenance status online, detect wear in real time, and respond with AI-generated recommendations. This ensures a long service life for the individual system components. And therefore of the entire cooking system.

Save time and money.

Less travel, less downtime.

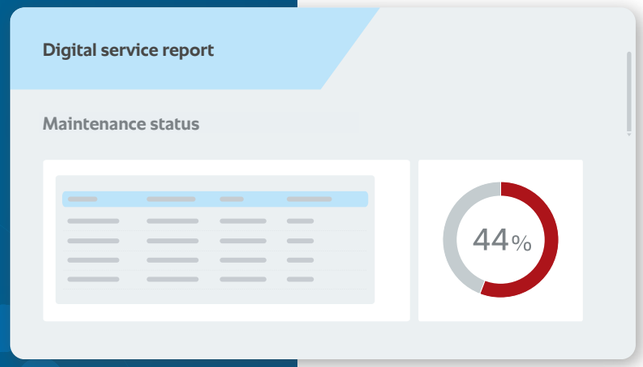
With predictive maintenance, wear and tear can be detected in good time, saving energy costs. And in the event of an error, automatic notifications and remote access get your cooking system back up and running in no time – saving you time.

Digital service report.

React in good time.

Keep an eye on everything, detect wear and tear, and prevent breakdowns. The Digital Service Report is available to help you keep track of unit status to help you and your service partner plan maintenance together – a plan tailored to usage and the cooking system.

- AI-based recommendations for action and component replacement
- Maintenance status of wear parts
- Error history and digital service booklet
- Analysis of cleaning and usage behavior
- Analysis of energy and water usage
- Receive the report regularly by email or download it online when needed
- The service partner will also receive a report and can provide individual maintenance recommendations based on this – you decide on the timing and scope of the maintenance



Maintenance status

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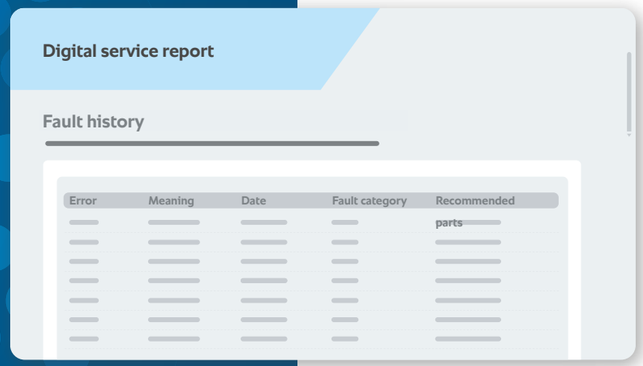

Error history

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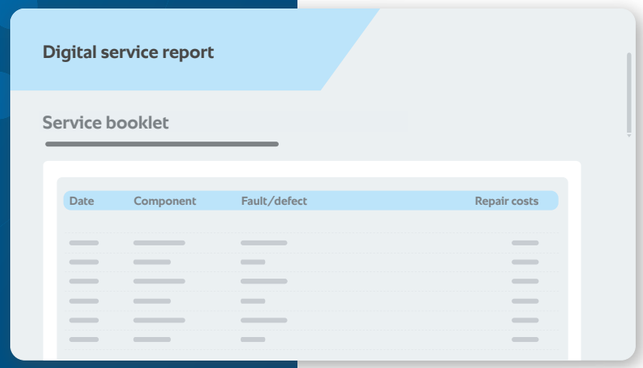

Service booklet

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Examples of recommended actions

Recommended action care
"High temperatures can reduce the life of the door seal. Please wipe the door seal with a damp cloth after each use".

Recommended action component replacement
"Signs of increased energy consumption were found in the cooking system. We recommend professional inspection and, if necessary, replacement of the motor shaft seal at the next service."

Recommended action on cleaning
"We have identified an increased need for cleaning of your cooking system. By using automatic cleaning more frequently, you will reduce your service costs in the long term."

Remote troubleshooting.

Quick help from afar.

What if the cooking system fails? Then your service partner can fix the problem quickly, ideally remotely.

- Automatic push notification to you and your service partner in the event of an error
- Repairs can be carried out quickly and remotely by technicians
- Possibility of recording of work carried out and components replaced in the digital service booklet

Next step.

Get started.

Do you still have questions? Do you need more information or would you like to purchase Digital Service Management? Contact your RATIONAL Service Partner to learn more.

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We reserve the right to make technical changes in the interest of progress.