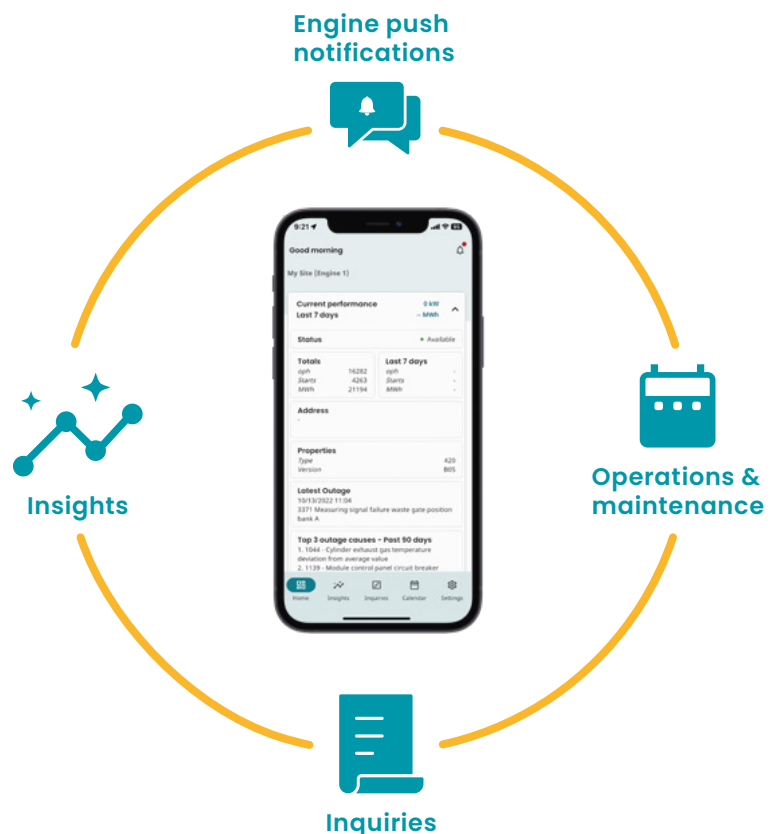


CUSTOMER CONNECT: YOUR SOURCE FOR PERSONAL INTERACTION

Insights that matter, wherever you are

The Customer Connect mobile app—part of INNIO’s myPlant Performance platform—gives you on-demand smart insights to help you optimize your Jenbacher assets while also simplifying your interactions with our Services team.



myPlant Customer Connect

Download the FREE Customer Connect mobile app to optimize the operation and maintenance of your asset. Simply scan the QR code for your preferred app store:



Apple App Store







Google Play Store

With our new Customer Connect mobile app, our experts have added tailored proactive equipment monitoring to myPlant Performance's capabilities. After closely monitoring your specific Jenbacher equipment, the app delivers custom insights and suggestions. Using engine data, the app makes recommendations that help you run your engines better—both today and in the future. In addition, you can use it to easily reach out to your Jenbacher Services representative and our Technical Support experts.

Boost your engine optimization capability

The key features of the new Customer Connect app help you optimize your Jenbacher engine operations and maintenance:

 <p>Insights</p>	<p>Receive smart insights about your equipment:</p> <p>With our monitoring capabilities, we automatically generate technical recommendations geared to your specific equipment and applications. The app will notify you if new insights are available that can help you optimize your operations. Find them in the Insights tab.</p>
 <p>Operations & maintenance</p>	<p>Keep up to date on all events:</p> <p>In the calendar, you can review past and upcoming maintenance events to keep your maintenance schedule on track.</p>
 <p>Inquiries</p>	<p>Get support in just one click:</p> <p>From the app's Inquiry tab, you can:</p> <ul style="list-style-type: none"> - Contact your Jenbacher Services representative by phone, request a call back, or send a text inquiry. - Call our Technical Support 24/7/365.
 <p>Engine push notifications</p>	<p>Stay up to date on your engine's status:</p> <p>Receive immediate notifications on engine starts, stops, and trip events with a push notification on your smartphone.</p>

Asset Performance Management

Want to get a deeper, more technical look into your equipment? Download our mobile Asset Performance Management app for:

- In-depth technical asset analysis
- Your equipment's health status (for outage prevention)
- Historical performance data



Apple App Store



Google Play Store



About INNIO Group

INNIO Group is a leading energy solution and service provider that empowers industries and communities to make sustainable energy work today. With its product brands Jenbacher and Waukesha and its digital platform myPlant, INNIO offers innovative solutions for the power generation and compression segments that help industries and communities generate and manage energy sustainably while navigating the fast-changing landscape of traditional and green energy sources. INNIO is individual in scope, but global in scale. With its flexible, scalable, and resilient energy solutions and services, INNIO enables its customers to manage the energy transition along the energy value chain wherever they are in their transition journey.

INNIO is headquartered in Jenbach (Austria), with other primary operations in Waukesha (Wisconsin, U.S.) and Welland (Ontario, Canada). A team of more than 4,000 experts provides life-cycle support to INNIO's more than 55,000 delivered engines globally through a service network in more than 100 countries.

In March 2023, INNIO's ESG rating ranked first out of more than 500 companies worldwide in the machinery industry assessed by Sustainalytics.

For more information, visit the myPlant website at myplant.io or the Jenbacher website at jenbacher.com/en/myplant-performance

Follow INNIO Group and its brands on  (formerly known as Twitter) and .

© Copyright 2023 INNIO.
Information provided is subject to change without notice.

INNIO, **INNIO**, Jenbacher, myPlant, Waukesha are trademarks in the European Union or elsewhere owned by INNIO Jenbacher GmbH & Co OG or one of its affiliates. All other trademarks and company names are property of their respective owners.

Jenbacher is part of the INNIO Group

