

Digital Machine File

IoT Asset Management for Salesforce



Machinery and equipment manufacturers lose revenue to scattered service data and blind spots across their installed base. The **Digital Machine File** turns that installed base into a growth engine — one connected record per machine, natively on Salesforce.

360° installed base

IoT & Agentforce built in

Salesforce-native

Customer portal included

■ THE CHALLENGE

Your installed base is an **underused growth engine.**

Service data lives in silos — ERP, CRM, spreadsheets and IoT platforms that don't talk to each other. Technicians work from paper and tribal knowledge; managers lack a reliable view of what is installed where.

Yet after-sales is where margin is won or lost. Without structured, usable machine data, spare-parts sales, upgrades and service contracts stay below their potential.

■ THE SOLUTION

One connected record for every machine.

The Digital Machine File gives every machine one record on Salesforce: assets, IoT telemetry, service history, documents and the digital product passport. Delivered as a managed package — **a product with its own roadmap, not a custom project.**

IoT and Agentforce are built in and fully optional: the file runs just as well for machines without sensors, so you can start today and connect telemetry when you are ready.

Connected machine file — three-level hierarchy (machine → assembly → component) with full history.

Service desk — cases and work orders, customer- and service-partner-ready.

Maintenance hub — preventive plans, guided tasks, photo and measurement verification.

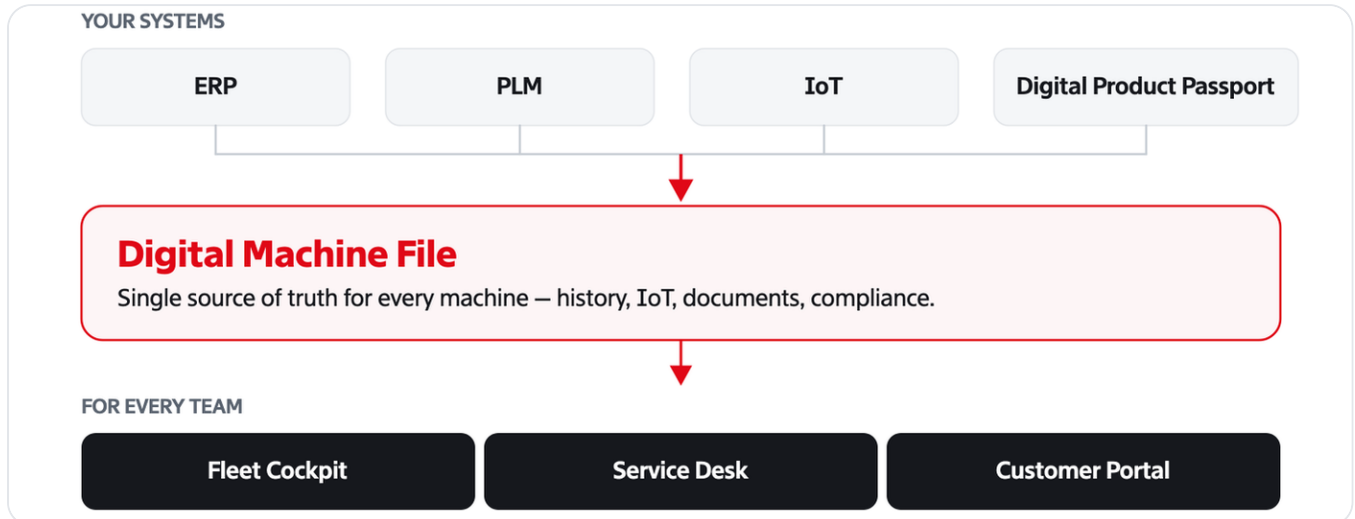
Customer portal — self-service for spare parts, requests and dashboards on Experience Cloud.

IoT & Agentforce — telemetry, anomalies and guided troubleshooting, optionally activated.

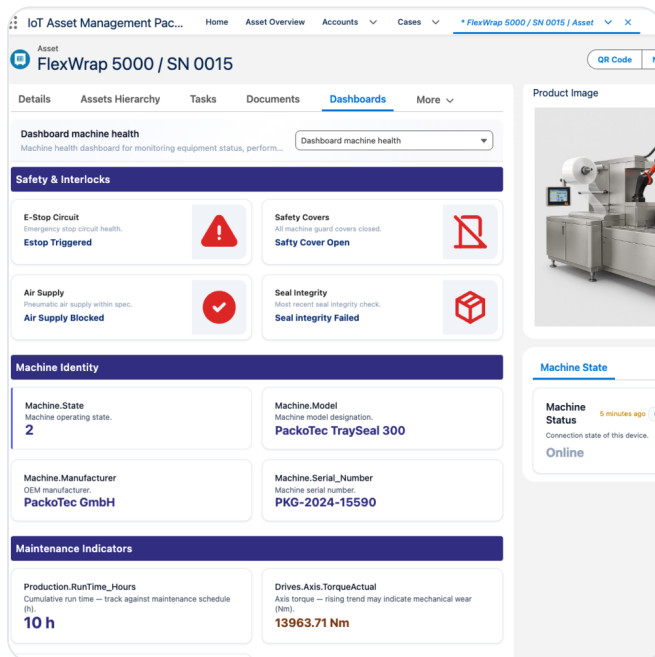
3D twin & remote support — vStage geometry linked to service data, TeamViewer incl. AR.

Fed by your systems. **Serving every team.**

The Digital Machine File is the single source of truth in the middle: ERP, PLM, IoT and the digital product passport flow in; Fleet Cockpit, Service Desk and Customer Portal work from it. **IoT stays optional** — the portal runs fully without it, and telemetry is added without touching Salesforce.



Live machine-health dashboard in the Salesforce Service Console



Fits any IT landscape

Already on Salesforce? Managed package, additive to standard objects — existing configuration stays untouched.

Portal project? Embed the Experience Cloud components or run them standalone.

Own 3D or IoT world? Integrations are encapsulated — no platform marriage.

Own Salesforce partner? IOTAM is a product, not a consulting bundle.

■ OUTCOMES

What you gain.

■ Less downtime

Predictive maintenance on live telemetry catches wear before it stops a machine.

■ New service revenue

Spare-parts sales, upselling and targeted campaigns from your installed base.

■ Faster service

Higher first-time-fix rates, guided work orders and self-service portals.

■ Governance-ready

One auditable source of truth, including the EU digital product passport.

■ WHY THE STANDARD APP WINS

Alternative	Risk	Your gain with the Digital Machine File
DIY in Salesforce	maintenance effort, inconsistencies	standards and best-practice flows, not a DIY project
Manufacturing Cloud	powerful but broad and expensive	focus on service and installed base, faster MVP
Standalone asset/IoT tool	data silo, platform break, lock-in	Salesforce platform = growth path, no silo

■ ADOPTION IN STAGES

SETUP

Managed package

File and object model live

PILOT

One machine type

Service desk in production

PORTAL

Experience Cloud

Self-service for customers

EXPAND

IoT · Agentforce · SDI

Predictive & agentic automation

30 minutes for a conversation.

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