

# Media Release

## End-to-end solution

### Transparent digital service processes from Leadec

**Stuttgart, Germany/São Paulo, Brazil, 02/10/22 – The service processes related to Technical and Infrastructural Facility Management are supported digitally end-to-end at the Mercedes-Benz plant in São Bernardo do Campo, Brazil. Using the digital platform Leadec.os, faults or short-term requirements at the plant can be directly reported. The customer has transparency about all services and can call up information about the systems in production at any time.**

Leadec maintains electrical and hydraulic equipment, HVAC, cranes and welding equipment, and provides technical and infrastructural cleaning at the Mercedes-Benz SBdC plant. In total, the nearly 400-member team is responsible for around 10.000 installations on the one-square-kilometer site.

The Leadec.os platform automatically generates an order at the defined time for the facility management tasks. The Leadec team then creates a work order and assigns it to technicians on site on their tablets. The Leadec employees perform the required work and report completion via the tablet. The progress of each job can be tracked digitally in real time via reports and dashboards.

In addition, the Leadec team receives orders for short-term requirements via the Leadec.os platform in real time, allocates the needed personnel and immediately takes action.

“Leadec.os provides our customer with more clarity in the data related to facility management. They use this data to plan the next steps,” says Pedro Salviano Franca, Contract Manager at Leadec Brazil.

## About Leadec

Leadec is the leading global service specialist for factories across their entire life cycle and related infrastructure. The company, which is headquartered in Stuttgart, employs about 20,000 people worldwide. In 2021 Leadec earned sales of around EUR 940 million.\* For 60 years, Leadec has been supporting its customers along the entire production supply chain. The service provider is based at more than 300 sites, often directly at the customers' plants and facilities.

Leadec's global services comprise: Engineer (Production Planning & Optimization, Automation and Production IT), Install (Electrical Installation, Mechanical Installation and Relocation), Maintain (Production Equipment Maintenance and Technical Cleaning), Support (Technical Facility Management, Infrastructural Facility Management and Logistics) as well as other local services. The Leadec.os digital business platform is used to record all processes end-to-end and integrate further digital services.

For more information about Leadec go to: [www.leadec-services.com](http://www.leadec-services.com) or [brazil.leadec-services.com](http://brazil.leadec-services.com)

\* Preliminary figures 2021.

## Contact for press and media

Dr. Marion Hebach  
Head of Global Communications  
Leadec Holding BV & Co. KG  
Meitnerstraße 11  
70563 Stuttgart  
Germany  
Tel. +49 711 78 41-174  
[marion.hebach@leadec-services.com](mailto:marion.hebach@leadec-services.com)  
[www.leadec-services.com](http://www.leadec-services.com)