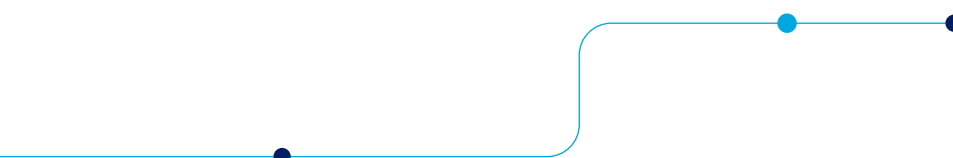




**AMS**

ORDER MANAGEMENT SYSTEM  
FOR HEAT TREATMENT





## AMS – Software for Heat Treatment and Surface Coating



The AMS Order Management System is the practice-oriented all-in-one solution for order and schedule management in the heat treatment and coating industry.

With specially tailored functions, the software consistently maps all operational processes in contract hardening shops, in-house hardening shops, and coating companies – from commercial tasks to direct connection to the plant and control technology (TAM). This connection ensures noticeably higher productivity and enables seamless and documented process management.

## Market Leader in Germany and Austria

With more than 25 years of experience in the heat treatment industry and through continuous contact with international customers and hardening experts, TTC Informatik GmbH has established itself as the market leader in Germany and Austria with its AMS software.

The proven order management system is currently in use in over 30 countries and is available in more than 18 languages. Its international customers include small and medium-sized contract hardening shops, in-house hardening shops, and multinational corporations.



## What Can AMS Offer Your Company?

### Support for Daily Processes

Basic modules and optional premium features for all areas of the company

### Connectivity and Customization

Numerous interfaces and easy integration into existing systems

### Efficient Quality Management

Controlled document/material flows improve production, quality, and long-term documentation.

### Support for Multiple Languages and Currencies

More than 18 languages and multi-currency support for international use

### Digitization

AMS digitizes across departments, replaces paper-based processes, and makes structures future-proof.

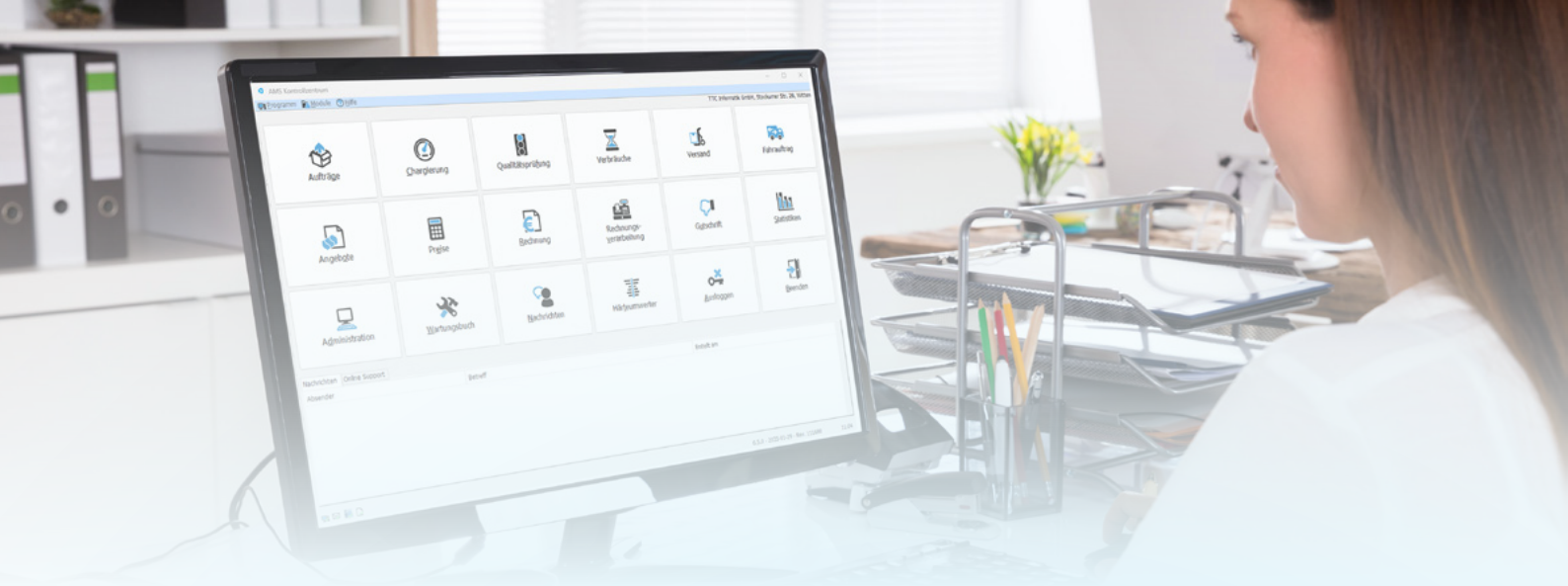
### Customized Solutions

Individual solutions specifically for the needs of your company



### Everything from a Single Source

With the integrated digital workflow from AMS, you save time, reduce process steps, and lighten the workload on your employees.



Even with just the basic modules included in the standard installation, the AMS Order Management System offers comprehensive options for optimally mapping commercial, administrative, and technical processes in heat treatment and surface coating.

## Overview of AMS Basic Modules

### Quotations

Perform price calculations and create quotations

- Provision of customer information
- Automatic alerts for resubmission or expiration
- Search functions
- Easy data import for recording jobs

### Jobs

Recording / managing jobs and preparation for further processing

- Support from the AMS expert system
- Importing job data or scanning worksheet possible
- Search function / access to job history

### Consumptions

Check manual working hours for production jobs

- Times for services such as painting or coating can be verified.
- View and control functions that are user-friendly
- Entering times via the module PDC

### Prices

Create and store prices for time-saving semi- and fully automatic billing runs

- Standard and special conditions possible
- Prices definable as per industry-relevant criteria
- Date-related validity ranges configurable
- Formula editor, etc.

### Hardness Convertor

Hardness values can be converted to other units using the following methods:

- DIN 50150:1976 / 2000-10
- DIN EN ISO 18265:2004 / 2014
- ASTM E 140 / ASTM E 140 12b 12-2012
- ZFN 86

### Credit Note

Creating and editing credit notes

- Assignments to the relevant invoices
- Extensive search functions
- Marking already redeemed credit notes
- Diverse list function and evaluation options


### Pickup Service Job

Recording pickup service jobs and transport orders

- Planning and coordinating goods collection
- Material, quantity, date, etc. configurable
- Easily compile lists for delivery and pickups
- Search functions available

### Charging

Creating, processing, and documenting load job items

- Separation into production-appropriate load sizes
- Numerous documentation and check functions
- Management of samples/load media (optional)
- Link to process control systems 

### Quality Test

Checking the required material strength before dispatch document creation

- Connection to testing devices possible
- Graphical evaluation as SPC control chart (optional)
- Creating delivery notes and test certificates
- Archiving load tests, samples, etc.

### Invoice

Manual, semi-, and fully automatic invoice generation

- Criteria such as invoice types configurable
- Cancellations, corrections, and changes at anytime
- Permanent file archiving
- Financial management interfaces integration (optional)

### Invoice Processing

Payment/invoice checks incl. dunning note creation

- Posting and assigning incoming payments
- Adjustable deductions (e.g. discounts, credit notes)
- Four-stage dunning process
- Blocking goods receipt and delivery possible

### Statistics

Evaluations/analyses of sales, equipment utilization, deadline adherence, etc.

- Sales distribution according to definable criteria
- Graphic analysis as diagram or customer report
- Export and list functions

### Expert System

The AMS expert system determines the optimal workflow, including process parameters.

- Material quality, target strength, treatment and work instructions adjustable
- Specifications stored in the administration
- Customer-specific sequence parts can be recorded

### Dispatch

Organizing dispatch and goods delivery

- Creating delivery notes, dispatch documents, loading lists, transport manifest or pickup jobs
- Barcode scanners for stock keeping (optional)
- Connection to logistics portals possible (optional)

### Administration

Creating and managing all necessary data records for use in other AMS modules

- Entering master data
- defining workflows
- Creating document templates
- Configuring automated billing runs / questionnaires



### Additional Information

about the modules included in the standard AMS installation and other available options can be found on the website or in the AMS service specification.



## The Direct Connection Between AMS and Your Process Control Systems

Thanks to Technical Order Management (TAM), data is transferred between AMS and process control systems in real time – bidirectionally: AMS sends process jobs and the control system returns process data. This seamlessly connects the commercial level with value-adding equipment control.

TAM assigns process data (e.g., time-temperature graphs, pressure, alarms, media consumption) to AMS loads and customer jobs, ensuring automated, transparent traceability.

The combination of TAM and AMS gives you access to the current status of your jobs at any time: Completed individual processes and steps still required are displayed with an estimated remaining time. You can find out when the hardened goods are ready for delivery at the touch of a button. This reduces response times and increases customer satisfaction.

The transparency created by TAM in all process and treatment steps enables consistently reliable quality management that meets the requirements of established standards.



## Your Benefits

### Complete Documentation

All process steps are digitally recorded and stored for each job.

### Optimized Traceability

Complete overview of the components throughout the process

### Real-time Process Management

Current treatment status and status information for customers

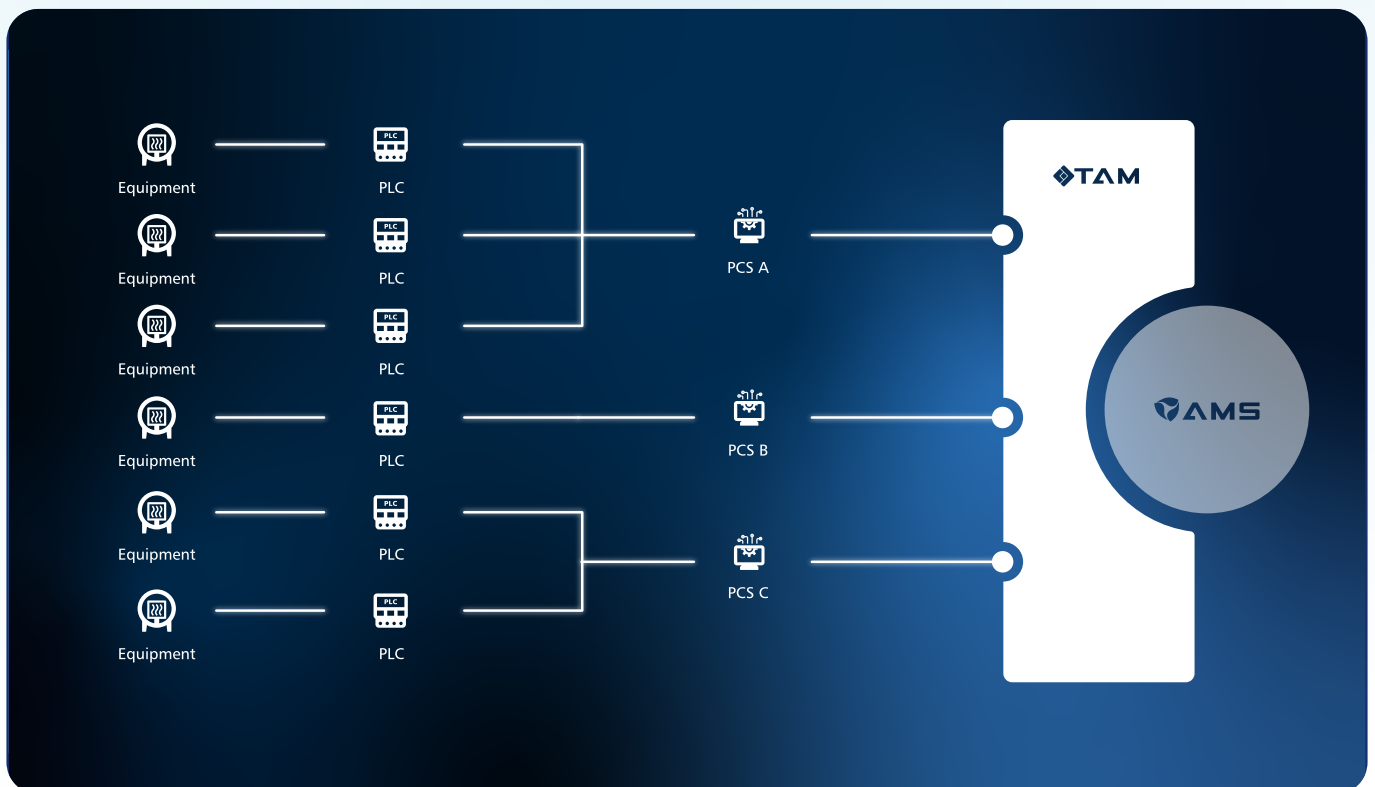
### Perfect Quality Assurance

Supports requirements such as DIN ISO 9001, IATF 16949, NADCAP

The TAM connection to the process control systems gives AMS access to equipment data. Users transfer the necessary load and program data from AMS to the process control system level and access media consumption values and status messages.



TAM is directly linked to the module Charging and is a license-free component of the AMS basic installation.



Equipment — Furnace, washing machine, etc.

PLC — programmable logic controller

PCS — process control system



Further Information

AMS supports your processes even more intensively with additional optional premium functions. Numerous time- and cost-saving features ensure maximum optimization of process and schedule management and reduce the workload on your employees.

## Overview of Premium Functions in AMS

### PDC

Documenting work processes on the production floor

- Access to the modules Jobs, Image Generation, Dispatch, and Charging
- Touchscreen/barcode entry
- Detailed load management
- Control and suggestion feature

### Ordering

Organizing material management and simplified order processes.

- Support for the order process via statistical evaluations
- Control functions for quantities, prices, and deadlines
- Search function available
- Labeling hazardous substances

### Image Generation

Digital image recording of incoming goods and subcontracted work

- Recording parts / packaging to identify customer components and for delivery quality control
- Load composition documentation also possible

### Questionnaire

Supporting employees in the correct execution of work steps through individual questions and answer options

- Feasibility quotation analyses
- Various response types and definable follow-up actions
- Backup for QM audits

### Stock Keeping

Warehouse layout view and managing goods, packaging, and jobs

- Queries about job item storage location, including shelf compartment and Job ID
- Accessible in various modules
- Graphical storage area view
- Integrable barcode scanner

### Messages

Employee and customer contact via e-mail / AMS messages

- Read and delivery receipts in real time, priority messages
- Adjustable automated messages
- Time-controlled email dispatch
- Message archiving
- PDF conversion (optional)

### Complaint

Creating / editing and evaluating customer complaints

- Document complaints, assign job items, create job items
- Search and list functions
- Assign causes and measures
- "Completed" / "Rejected" status

### Maintenance Book

Creating and managing maintenance tasks, recording working hours

- Responsible employee data
- Acknowledge completed work
- Sign off on safety-related work
- Save work performed for, e.g., audits

### Additional Information

about AMS premium features and other optional extensions can be found on our website.

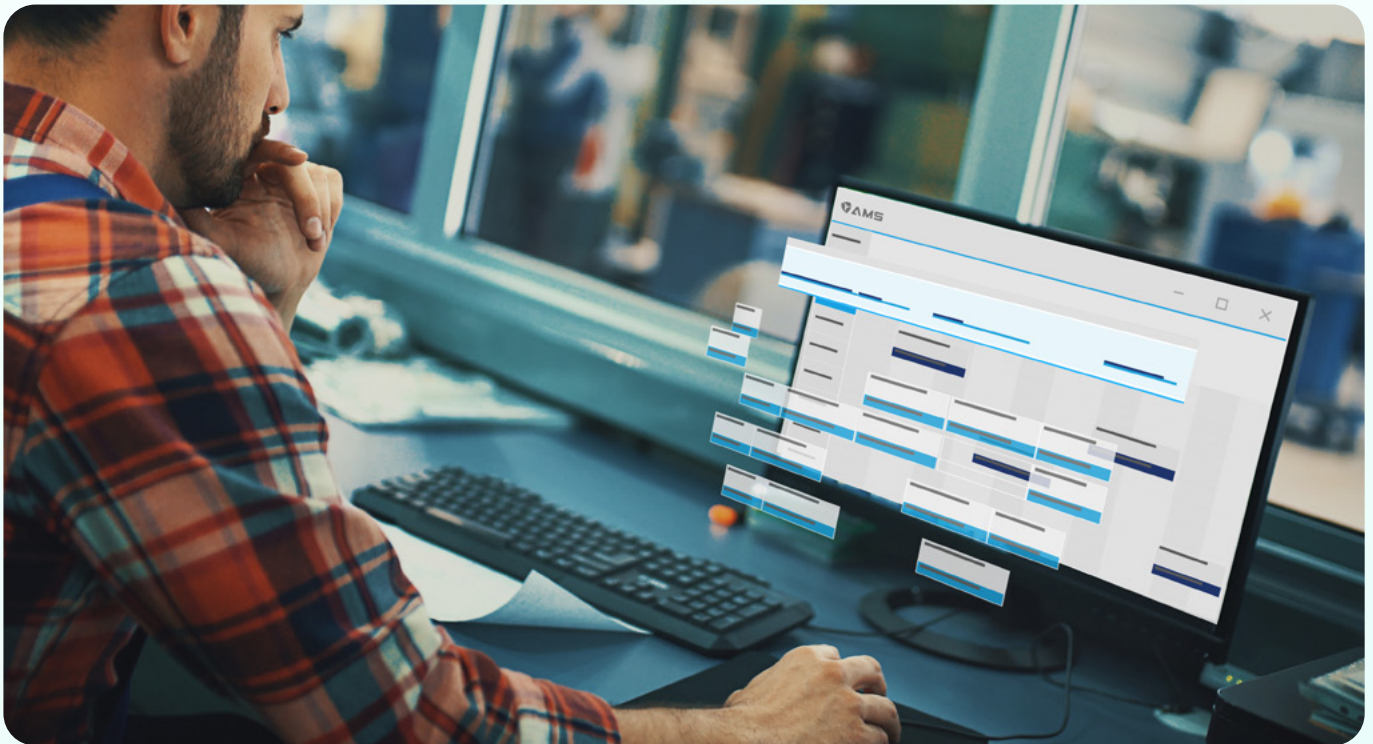


Premium Function

## AMS<sup>PT</sup> Planning Table

Optimize your manufacturing processes easily, resource-optimized, and time-saving:  
The AMS<sup>PT</sup> Planning Table allows you to display production jobs in a clearly structured overview of furnace planning.  
AMS uses current data to calculate the expected completion of the treatment steps and provides early warnings if there is a chance that delivery deadlines

cannot be met. The planning information can be reliably and comprehensibly communicated to all relevant departments via monitors, which increases transparency and avoids misunderstandings.



### Your Benefits

#### Adherence to Deadlines

Computer-aided preliminary planning identifies bottlenecks and prevents delivery delays.

#### Identify Conflicts

Automatic AMS notifications support your planning.

#### Provide Reliable Information

Share planning across departments in the form of easy-to-understand graphics.

#### Reduce Costs

Efficiently planned equipment utilization saves energy.



### Available Soon!

Artificial intelligence for your AMS<sup>PT</sup> planning table gives you the best possible furnace and process planning!

- AI and algorithm-based recognition of the treatment duration and suitable alternatives
- Perfect load composition, most efficient equipment allocation, and precise planning of the execution times

**The result:** Maximum equipment utilization, minimal energy consumption, and on-time completion!

## Premium Function

# Mobile AMS Applications

The practical AMS apps for smartphones, tablets, and industrial mobile devices support your work processes directly on site, e.g. for dispatch, incoming goods, warehousing, maintenance, and many more.

The mobile applications are seamlessly integrated into AMS. All recorded data is available to departments within the company in real time and can be used immediately.



### Mobile Dispatch

AMS<sup>mDispatch</sup>

### Mobile Stock Keeping

AMS<sup>mSTK</sup>

### Mobile Production Data Capture

AMS<sup>mPDC</sup>

### Mobile Production Overview

AMS<sup>mPO</sup>

### Mobile Image Generation

AMS<sup>mIMG</sup>

### Mobiles Maintenance Book

AMS<sup>mMB</sup>

### Mobile Planning Table

AMS<sup>mPT</sup>

### Mobile Work Bench

AMS<sup>mWB</sup>

### Mobile Incoming Goods Check

AMS<sup>mIGC</sup>



Further Information

Subject to change without notice, information provided without guarantee  
Separate, paid licenses are required for AMS premium features.

Premium Function

## Online Service Portales

TTC offers modern service portal solutions for AMS that improve your customer service and reduce the workload for your employees.

The AMS<sup>ConSuite</sup> establishes a connection between AMS and Atlassian Jira and Confluence.

The suite enables, for example, your customers to access job-related information via a web browser, internal data and knowledge management, and

the option of a ticket system for managing inquiries.

Alternatively, we can develop individually programmed web portals in your corporate design. Functions such as status queries, document downloads, and recording jobs are conveniently available via login. Increase the efficiency of your service offering – both internally and externally – with customized solutions from TTC.



### Your Benefits

#### Standardized Documents Improve Knowledge Management

Reports and documentation available online at any time

#### Better Control of Internal Tasks

Quick delegation of job-related activities

### Time and Cost Savings

Less time spent on telephone inquiries and long email chains

### High Customer Satisfaction

Job status can be viewed online at any time

### Information Always Up to Date

Regular synchronization with the AMS ensures data is always current.



Further Information

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## Premium Functions

### AMS<sup>ETL</sup> Data Warehouse

Data must be accessible and analyzable in order to make informed decisions and secure competitive advantages.

AMS provides valuable statistical data on jobs, loads, and complaints. For deeper analysis and long-term storage, a data warehouse with ETL is recommended: historical data from AMS and other systems is

extracted, transformed, and stored centrally.

TTC Informatik GmbH can provide you with a complete data warehouse solution on request: from exporting AMS data (and data from external data sources) in the ETL process to storage in a data warehouse and connection to a business intelligence tool for optimal data analysis.



## Your Benefits

### Centralized and Uniform Data Storage

A shared storage location for AMS data and external data sets facilitates access.

### Improve Strategic Planning

Permanent storage of data enables analysis over longer periods of time.

### Real-time analyses and reports

Faster decision-making through standardized data retrieval

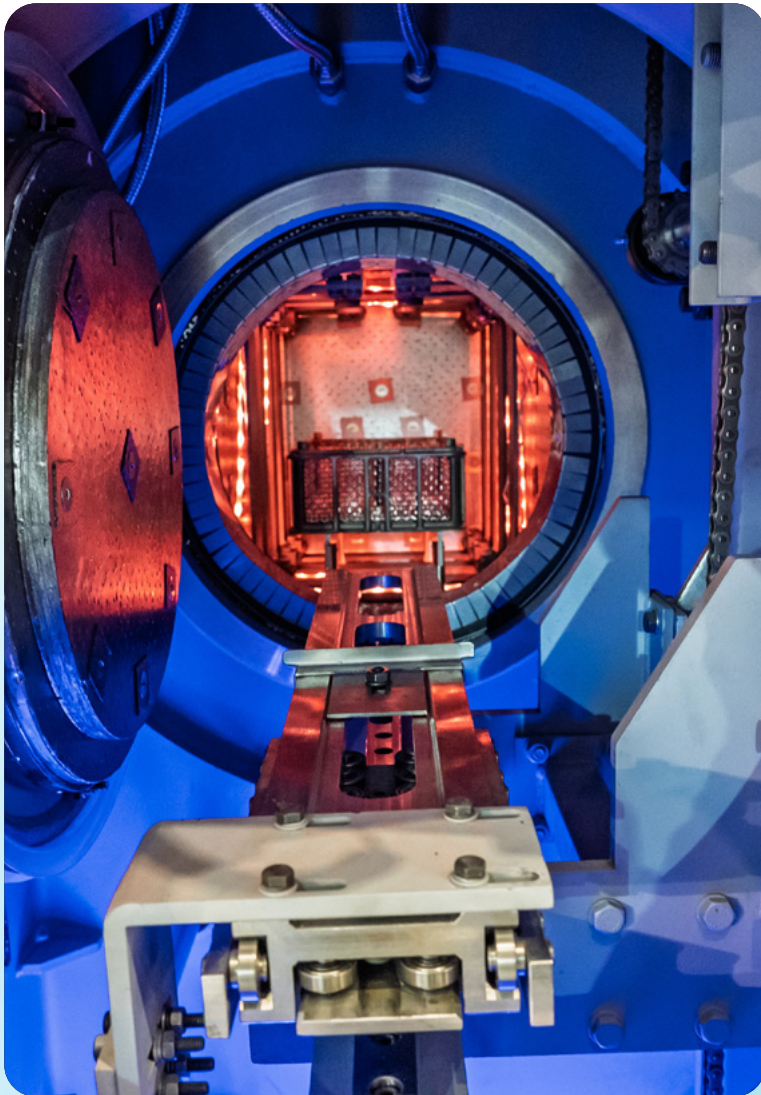
### Optimized Analysis and Reporting

Connection to business intelligence tools with dashboard view possible at any time



Further  
Information

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## Special Version

### AMS for In-house Hardening Shops

TTC Informatik GmbH offers AMS<sup>IHS</sup>, a special version of the AMS software for in-house hardening shops. It is specifically tailored to the requirements of these in-house departments. As a department within large manufacturing companies, in-house hardening shops require an individual connection to higher-level ERP systems as well as specific functions for the efficient management of goods that are to undergo heat treatment within a manufacturing process.

AMS<sup>IHS</sup> ensures the connection to the higher-level ERP system. It handles the transfer and administration of hardening jobs as well as the management of loads and job items.

Other functions include determining cost shares and seamless transfer to the higher-level invoicing system in the company.

Another key aspect is the permanent archiving of process documentation for quality management and customer audits. Thanks to the connection to the process control systems (TAM), the heat treatment processes are monitored and documented in real time.



## Seamless Integration into Existing Systems

Software connectivity is crucial for system integration, as it facilitates the exchange of data between different applications and data sources to ensure efficiency and functionality.

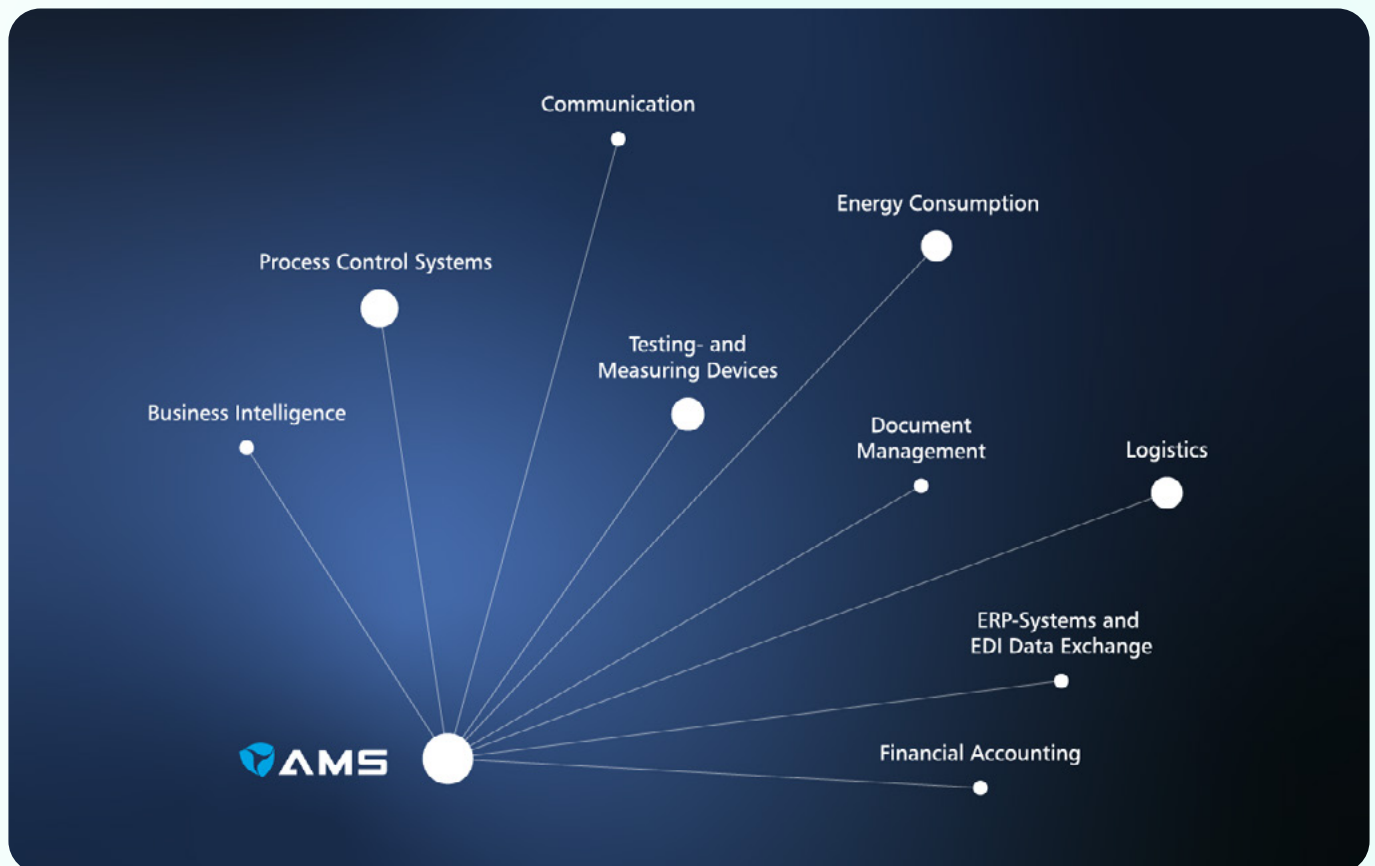
AMS is a flexibly customizable software solution for job processing that has been specially developed for the requirements of the heat treatment and coating industry. With its open interfaces and extensive integration options, AMS can be seamlessly integrated into existing system landscapes and precisely adapted to individual company requirements.

Possible connections include process control systems, software solutions from the testing and measuring device technology, logistics and multi-carrier systems, as well as communication, collaboration, and ticketing systems.

Data exchange, financial accounting, document management, and business intelligence applications can also be efficiently integrated.

Despite this high degree of adaptability, AMS always offers a reliable and proven standard range of functions for daily order processing. This means you can rely on the stability of a standardized software solution, but also on the flexibility of customized functions.

In addition, TTC Informatik GmbH offers guaranteed updateability of the existing integration throughout its entire service life.



Further  
Information

## Flexible Deployment Options for Every Need

By choosing AMS, you not only benefit from the numerous advantages of this powerful specialized software, but you also have the freedom to choose from a range of hosting options.

This selection allows you to find the best solution for your company, one that meets both your operational requirements and your individual needs.

AMS can be hosted outside your infrastructure as a private cloud or shared cloud solution at a reasonable price. This reduces technical effort while still ensuring scalability as needed and high reliability thanks to major international cloud providers.

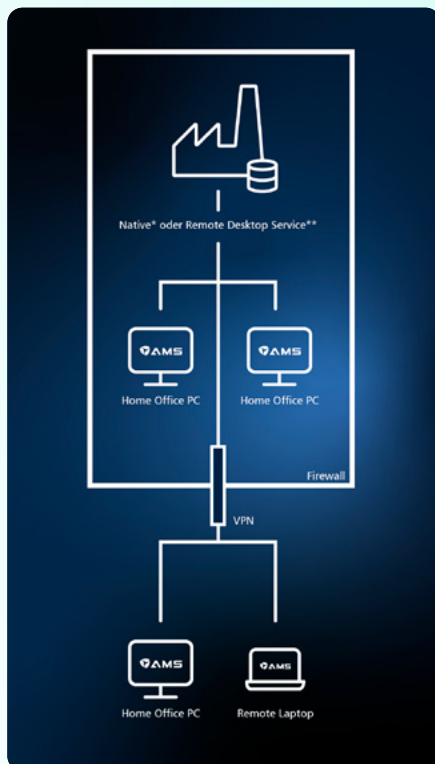
If you have your own server infrastructure in your company, you can take advantage of an on-premise solution that offers you full control and maximum data security.

Whether you are a medium-sized contract heat treatment provider or part of an international corporation, the various deployment options for AMS can meet your every need.

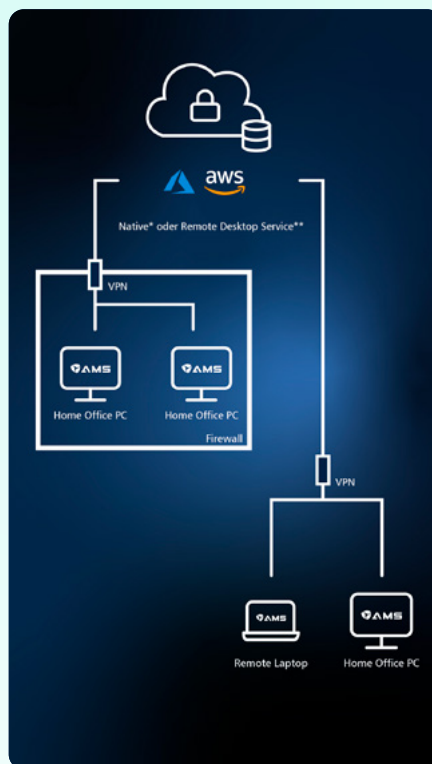


Looking for detailed consultation on the different options? We're here to support you in choosing the best hosting solution.

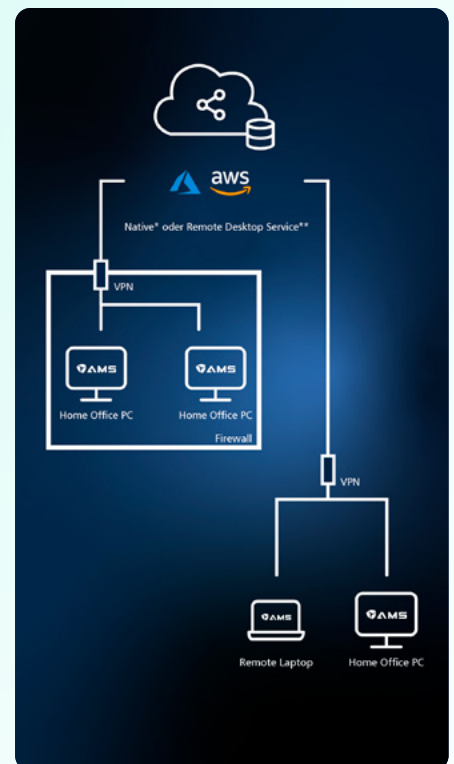
### ① On Premise



### ② Private Cloud



### ③ Shared Cloud





Founders and Managing Directors: Dipl.-Inform. Thomas Ploch, Dipl.-Inform. Carsten Schäfer, and Dipl.-Inform. Thorsten Trägenap

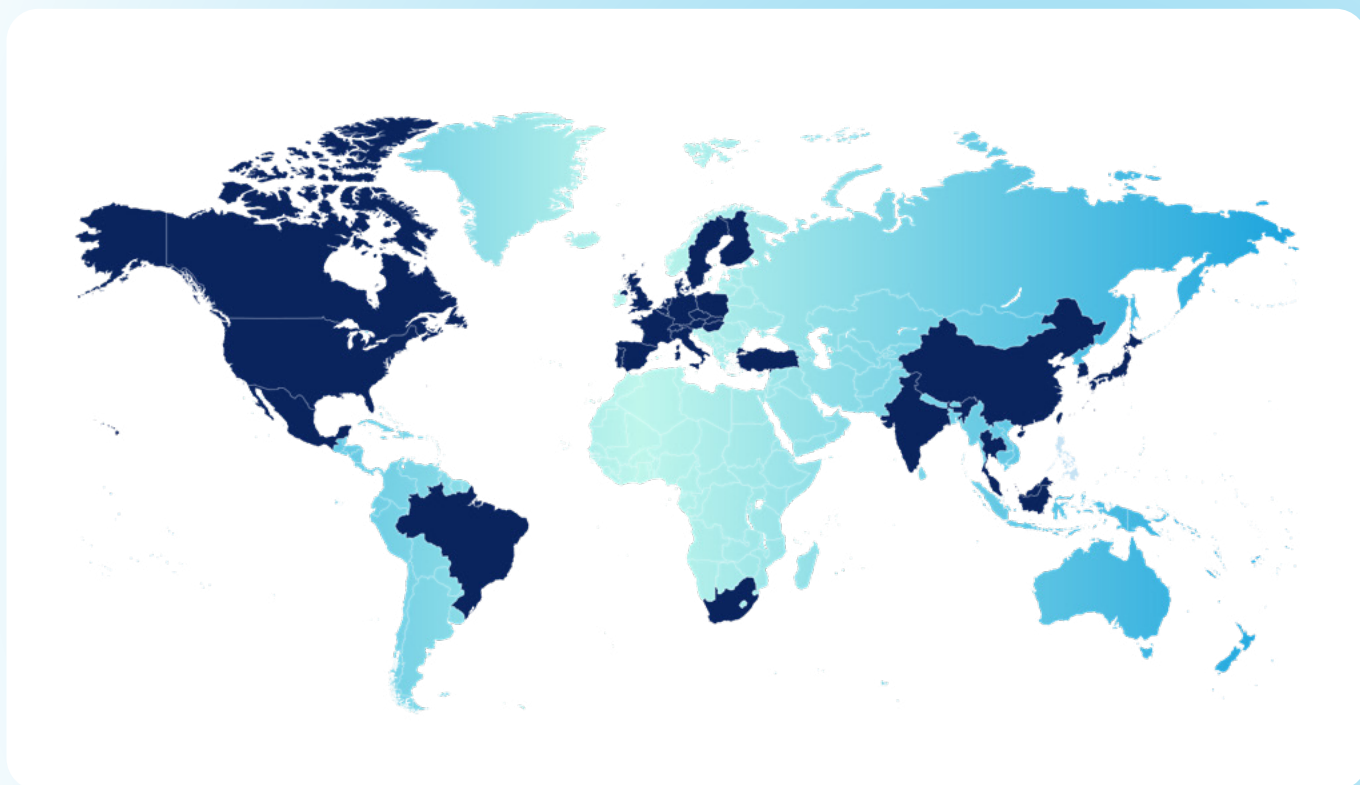
## TTC – Software Partner for Heat Treatment for More Than 25 Years

TTC Informatik GmbH is an owner-managed software and systems company specializing in heat and surface technology. It distributes the AMS software worldwide and is the market leader in Germany and Austria.

As an independent company, TTC analyzes operational processes in heat treatment companies and continuously optimizes processes. The development of AMS is supported by industry experts, which guarantees tailor-made functions and quality. Through close cooperation with customers, suppliers,

universities, and industry associations, TTC remains practice-oriented and thus stands out from its competitors.

For over 25 years, TTC has been supporting companies in the fields of contract heat treatment, surface finishing, and industrial hardening in more than 30 countries – from small businesses to multinational corporations.



Global customer locations (as of 2026)

## Certified Quality

TTC attaches great importance to the highest software and service quality to ensure reliability, safety, and efficiency in heat treatment. Systematic quality management helps to detect errors early, reduce rework, increase productivity, and improve processes.

TTC Informatik GmbH has been operating a DIN EN ISO 9001-certified quality management system since 2010 and has it recertified regularly. This ensures that customer requirements are met and internal processes are continuously optimized.

## Expertise and Networking Through Association Memberships

Through active participation in numerous professional associations and attendance at trade events and continuing education courses, TTC maintains close contact with affiliated heat treatment companies, as well as technical experts and always stays informed

about the latest developments in the market. This networking is crucial for better understanding customer needs and always offering up-to-date, innovative solutions.





## Comprehensive Product Support

With the introduction of the AMS order management system, the software takes on a central role in your operational processes and day-to-day business. That is why reliable and comprehensive support is essential.

TTC Informatik GmbH offers a wide range of support services to keep the system up to date, ensure ongoing operation, and minimize downtime.

### Telephone Support

Our support team in Witten is available to assist you at any time during regular business hours. Unlike other companies that use external call centers, at TTC you always receive direct assistance from our AMS experts.

### Emergency Contact

Since the equipment in heat treatment companies operates around the clock, we also offer an emergency contact service outside regular business hours and on weekends. This means you receive support day and night.

### Ticket System

As an AMS customer, you have the option of creating a support ticket directly in the software. This allows our team to immediately identify which AMS version and configurations are affected and help you as quickly as possible.

### Online Help

TTC provides you with comprehensive online help, which you can access at any time with your customer login. There you will find answers to all your questions about AMS and topic-based news.



## User Training

TTC Informatik GmbH offers numerous training courses for the AMS system. The range extends from beginner courses covering all basic functions to specialized workshops on individual AMS modules that specifically address your operational tasks.

Whether group-wide introductions or individual training sessions, TTC tailors the content to your requirements. Training courses are designed for small teams as well as larger groups and include numerous practical exercises so that all participants can confidently use the AMS functions and get the most out of the system.

## Training Formats

### At Your Company

The TTC training team comes to you and offers customized training courses at your company. This promotes a learning atmosphere and enables direct application of what has been learned.

### In the TTC Training Room

The training room in Witten offers a professional learning environment. Here, participants can learn in a focused atmosphere. Of course, TTC also provides refreshments during the course.

### Remote Training

Online training courses are available for companies looking for a flexible solution. This allows participants to learn from the comfort of their own workplace. Remote training courses can also be booked for half days.

## Training Contents

### Introduction and Basic Knowledge

Introduction to using AMS software, basic functions and operation, mobile applications, entering master data, and advanced settings and options.

### Specific Questions

In-depth training courses on specific functions, application options, modules, and special interfaces, tailored to your individual requirements.

### Connection to External Systems

Workshops on the various online service portals for AMS, e.g., the combination with Jira and Confluence (AMS<sup>ConSuite</sup>) or the individually programmed web portals.

TTC Informatik GmbH is a software and service system house specializing in heat treatment plants.

The international customer base includes contract and industrial hardening companies as well as companies in surface treatment and related industries.



**Call us at:**  
**+49 (0)2302 17 89 280**



## Products and Services:

### **AMS (Order Management System)**

development and distribution of the special software for production, process and runtime optimization

### **Individual Programming**

tailor-made solutions for your specific requirements

### **Customer Service and User Support**

always there for you when you need help

### **Analysis and Consultation**

on issues relating to material and document flow

### **Update and System Maintenance**

to keep your systems running smoothly

### **User Training**

tailored to your needs



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