

Hitachi Industrial Equipment Systems launching AI agent service, part of HMAX Industry, to help industrial workers with machine maintenance

Hitachi's "HMAX Industry," embodying Lumada 3.0, contributes to enhancing production site efficiency by providing information based on operational status, manuals, and service engineer expertise



Example of using AI agent operation and maintenance service

Tokyo, December 22, 2025 - Hitachi Industrial Equipment Systems Co., Ltd. (hereinafter HIES, part of Hitachi, Ltd. Connective Industries (CI) Sector) launched an external digital agent service that utilizes generative AI to provide information on industrial equipment operation and maintenance in a conversational format. This service is part of the "HMAX Industry" lineup, solutions that embody Lumada 3.0*¹ and use AI to add high value to highly efficient, digitized equipment (digitized assets).

Through HIES equipment monitoring service "FitLive"^{*2}, real-time operational data is collected. AI agent references a database that integrates this data with manuals and domain knowledge accumulated by HIES. Simply asking questions via a tablet or similar device provides precise, context-appropriate information instantly based on the equipment's status. Previously, this service was used by HIES' service engineers and sales representatives in their daily operations. Going forward, it is now available to authorized dealers, distributors, and end users who actually operate the supported equipment.

Hitachi's CI Sector focuses on "Integrated Industry Automation," which aims to expand "HMAX Industry" into growth industries horizontally. HMAX Industry provides digital services that combine data from an abundant installed base of products (digitalized assets), domain knowledge, and advanced AI. As part of the CI Sector, HIES aims to drive innovation for frontline workers through the delivery of "HMAX Industry."

How it works

This service is available for air compressors, water supply pumps, and industrial inkjet printers connected to FitLive. It combines three sources of knowledge:

1. Real-time operational data collected through HIES's FitLive equipment monitoring service

2. User manuals and technical documentation for connected industrial equipment
3. Expert know-how from HIES's service engineers

When an equipment operator encounters an issue, such as an abnormal sound from an air compressor, they can simply ask the system what the problem might be. The AI instantly reviews real-time data and historical records to provide the most likely cause and recommended solutions. This allows younger operators to handle minor malfunctions without waiting for a specialist, reducing downtime and keeping production on track.

Why it matters

Industrial equipment such as air compressors, pumps and industrial printers is essential to manufacturing operations. Unexpected breakdowns can stop production, while shortages of skilled workers make it harder to respond quickly. By giving operators immediate access to expert-level guidance, this service helps factories maintain productivity, improve safety and transfer critical knowledge to the next generation of workers.

*1 Solutions that provide greater added value by combining Hitachi's domain knowledge with AI to analyze customer equipment and device data

*2 [FitLive® Introduction Page \(Hitachi Industrial Equipment Corporate Site, Japanese only\)](#)

About HIES

HIES enhances productivity across various industries — including data centers, batteries, electronics and semiconductors and pharmaceuticals — through high-efficiency products such as compressed air systems, grid edge solutions, drives and coding and marking equipment. Our innovative solutions and services integrate digital technology to drive customer success and contribute to a more sustainable society. We support customers throughout the entire product lifecycle, from maintenance to recycling. For more information on Hitachi Industrial Equipment Systems, please visit <https://www.hitachi-ies.com/>

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