

How Cimbali Group reduces time-to-resolution by up to 20 percent with TeamViewer

Introduction

The Italy-based Cimbali Group is one of the world's largest and most renowned manufacturers of professional coffee machines. The company has a network of 700 distributors across 100 countries who account for more than 80 percent of their sales.

Although the group today has a global footprint, it remains Italian at heart, with a strong presence in the country. All its machines are produced in Italy. Cimbali Group's commercial customers include global food and beverage corporations as well as local and regional companies from all over the world. Cimbali Group is putting a lot of effort into enhancing the aftersales experience for its customers, heavily focusing on global customer service.



Where

Binasco, Milan,
Italy



When

Year of Deployment:
2021



What

TeamViewer Tensor/IoT
Industry: Manufacturing



“Among the many players on the market, TeamViewer has a recognized history.”

– **Edgardo Ferrero**
Services Director at Cimbali Group

The challenge: digital solutions to improve customer experience and time-to-resolution



Global customer base resulted in significant technician travel time and cost.



Describe the issues via phone or email was cumbersome for both the customer and the service center employee.



Long machine downtimes caused customers to lose business.

Cimbali Group was looking for digital solutions that could improve the customer experience and, at the same time, improve their time-to-resolution.

In the past, when a customer had an issue with their machine, the solution was often to send a technician, either from Cimbali Group or one of their distributors. The technicians would then investigate and troubleshoot the problem on-site. Due to Cimbali Group's global customer base, travel times and thus time-to-fix could be significant, depending on the location of the machine.

Cimbali Group needed a digital solution to help it reduce machine downtime for its customers.



“With Remote Access, we can now quickly troubleshoot events, install the most updated software versions, or perform remote maintenance.”

– **Edgardo Ferrero**
Services Director at Cimbali Group

Global Remote Service Program powered by TeamViewer

The solution

After researching available options, a remote connectivity solution was identified as the most promising way for Cimballi Group experts to perform remote troubleshooting. By looking into the machine settings and parameters, technicians would be able to identify the problem.

“The choice fell on **TeamViewer** for several reasons. Among the many players on the market, TeamViewer has a recognized history. We have developed all the activities together with them, beginning with the software modification necessary to connect the machines, always finding excellent support in technical and operational management. In addition, it is a solution that has many strengths in the aspects of security, which today is essential for a successful go to market,” said Edgardo Ferrero, Services Director at Cimballi Group.

Each one of Cimballi Group’s fully automatic Series S machines now ships with the

TeamViewer client installed. If a customer encounters an issue, they can open a support ticket with their Cimballi Group’s service partner. The customer can create a session by pushing the TeamViewer icon on the machine’s display. This manual request provides an extra layer of security, making sure unauthorized access is impossible.

Once the session is created, technicians from Cimballi Group or one of its distributors have reliable and secure remote access to the coffee machine screen, almost as if they were on-site.

They can conduct a comprehensive assessment of the issue and often solve it by changing software parameters. This way, they can quickly resolve many problems, reducing machine downtime and minimizing revenue lost.

- ✓ TeamViewer-powered global remote service program created new revenue stream
- ✓ Increased technician efficiency by up to 20 percent
- ✓ Reduced costly machine downtime
- ✓ Reduced service travel costs by up to 15 percent
- ✓ Improved knowledge transfer
- ✓ Highly secure solution



Cimballi Group
www.cimballi.com

Benefits

First projections revealed that the remote service can reduce travel costs for technicians by up to 15 percent and, at the same time, increase technician efficiency by up to 20 percent. Furthermore, Cimballi Group has launched a new worldwide remote service program powered by TeamViewer for its corporate customers, creating a new revenue stream for the company.

In addition to the customer support use case, the solution also helps technicians who are on-site anywhere in the world to receive assistance from a colleague. For Cimballi Group, this is particularly important from a knowledge transfer perspective as it improves on-the-job training for junior technicians.

Edgardo Ferrero: “Our clients include international coffee shops that rely on a 24/7 availability of their professional espresso and cappuccino machines. With the introduction of our ‘Global Remote Service Program,’ we can significantly lower downtime of the machines, support them quickly, and therefore increase customers’ return on investment. At the same time, our technicians save time and can solve more tickets in order to create added value for our customers.”



Outlook

Besides the remote connectivity solution, Cimballi Group is taking the next step by also testing [TeamViewer’s Augmented Reality \(AR\)](#) solution. If it is necessary for a technician to travel on-site, where they discover that they need further assistance, they can start a video call with a Cimballi Group expert through their smartphones.

The expert thus gets a clear visual of the machine and can guide the operator on-site through the necessary steps using features such as 3D markers to help to resolve the issue in no time.

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