TeamViewer

TeamViewer IoT
Kelch GmbH: Tailor-made customer support

KELCH

Kelch GmbH ensures the availability of tool presetters with TeamViewer and TeamViewer IoT. Tool presetting devices are used for calibration - for example from Kelch GmbH. The company, which also offers precision tools, tool holders and solutions for workshop logistics, knows that a failure of its instruments means that tools cannot be used - and expensive downtimes are the result. That is why Kelch GmbH places the highest value on long-term reliability in its products, both in terms of mechanics and software.

Kelch services around 10,000 of its measuring and presetting devices for customers around the world. In the event of a malfunction, the previous process was such that the customer contacted Kelch GmbH by telephone. The support tried to identify the problem, relying on precise answers from the caller. However, these often proved to be insufficient to make a clear diagnosis - a service technician had to travel.

Challenge

Support via telephone and on-site visits should give way to a more efficient and modern system with remote access, troubleshooting and alarming capabilities.

→ **Support of 10,000 measuring and setting tools worldwide**

→ **A failure of the instruments must be prevented before it occurs in order to avoid downtimes**

→ **Traditional telephone support is time-consuming, travelling to the customer is expensive**

Solution

Instead of having to rely on verbal information from customers, Kelch's service team can use TeamViewer IoT to record and directly evaluate the machine data. As part of predictive maintenance, the machine status can also be continuously monitored and the customer can be warned.

Results

With TeamViewer, in many cases solution steps can be carried out remotely on the plant PC without the need for a technician to travel.

→ **More than 80 percent reduction in recovery time in a typical support case.**

→ **Minimized downtime: Predictive maintenance with intelligent and networked presetters offer Kelch customers more reliability in planning.**

The challenge: Modernizing the support

Manufacturers compete globally and their customers expect delivery and service around the clock. It is therefore becoming increasingly important to identify impending downtimes and unforeseen failure of critical components in good time. Machine tools play a central role in this context: they produce workpieces which in turn are installed in other machines. For this reason, their production accuracy must be very high, which is why every tool is measured with the utmost precision before it is used, e.g. with the tool presetting devices from Kelch GmbH. However, operating errors by the user, non-optimal maintenance cycles or other external influences can bring even the most robust system to a standstill - a case for customer support.

The previous process in the event of a malfunction was such that the telephone support employee tried to identify the problem by asking questions to reconstruct the process before a malfunction. However, these often proved to be insufficient to make a clear diagnosis - a service technician had to travel. the technician may have found that the problem could be solved at the touch of a button or that only one parameter was incorrectly set - a procedure with which neither the customer nor the chalice itself was satisfied. A modern solution was needed.

Decision making

In making this decision, Kelch acted in accordance with the proverb: „Why seek afar when the good is right in front of you": For remote work, team meetings or internal IT support, TeamViewer has been in use for a long time. „When we were thinking about new ways for our customer support, TeamViewer quickly became a leading candidate due to our consistently positive experience," says Viktor Grauer, member of the management and head of innovation management at Kelch GmbH.

Phase 1: Fast and accurate diagnosis with TeamViewer Remote Access

Kelch GmbH started conversations with TeamViewer in order to find the right solution for sought-after improvements. In a first phase TeamViewer was quickly found and implemented as a solution for remote maintenance and support: By connecting to the customer's computer or device interface, Kelch's service technicians can quickly and accurately identify the problem without having to rely on vague customer information. „This way we can tell the customer right away what the next steps are," says Viktor Grauer. The problem can often be solved remotely without having to travel to the customer. „TeamViewer saves both sides time and money. In fact, thanks to Remote Access we were able to reduce the resolution time for a typical support case by more than 80 percent".

" Viktor Grauer, Member of the Executive Board, KELCH GmbH

With TeamViewer IoT we can detect impending downtimes and inform the customer before he even notices anything - an enormous added value for the customers as well as for ourselves.

Phase 2: Predictive maintenance thanks to TeamViewer IoT

The next step in terms of modern customer support for Kelch was the implementation of a system for predictive or preventive maintenance. Here, too, TeamViewer was able to support with the appropriate solution: TeamViewer IoT is a cloud based IoT solution for remote access and control, troubleshooting and alerting for various types of endpoints. This enables Kelch to intelligently network its customers' measuring devices, record numerous data via integrated sensors on the electronics and transfer them to an evaluation system. If, for example, the temperature of a camera chip rises and exceeds a defined limit value, this can be an indicator of an impending failure. The system raises the alarm and the Kelch service employee can contact the customer before the breakdown to discuss suitable measures. „Predictive maintenance is one of the most common future scenarios for IoT in Industry 4.0, but for us, with TeamViewer IoT, it is a future scenario that we are starting right now," says Viktor Grauer.

Cloud-based process control

The prerequisite for such a cloud-based maintenance support system is either access to the customer's data network or data access via an additional module that acts as a router. This allows data to be recorded without burdening the customer's network. If the customer decides against continuous data logging, he still has the possibility to allow access in case of support. This gives him full control - an important argument when customers have concerns about data protection, for example. But the interest is there - from small contract manufacturers to global corporations.

That is why Viktor Grauer is confident that more and more companies will become enthusiastic about the solution. After all, „the more extensive the database for predictive maintenance is, the more precise the evaluations are and the possibility to provide warnings of faults is faster. This enables us to prevent unplanned downtimes," says Grauer. „As a result, our customers' productivity increases, maintenance and service costs decrease, production quality and planning reliability increase. As a result, the total cost of ownership also falls. This is an enormous added value for our customers.

Result: contribution to quality assurance and value creation

TeamViewer IoT enables Kelch GmbH to upgrade their devices with little effort by a useful service based on data communication. In this way, the company helps its customers to prevent machine downtime and the production of scrap and thus actively contributes to their quality assurance. This increases the added value potential for the customer and thus also the utility value of the Kelch devices. In a first step, Kelch plans to connect approximately 500 systems worldwide with TeamViewer IoT.

The company TeamViewer is valued as a partner in this endeavour: „The cooperation with TeamViewer is excellent," reports Viktor Grauer. „The personal care and support provided by the employees is impressive and the tools offer us the exact functions we need. And the result is a comprehensive improvement of the whole support system, from which both our customers and we benefit noticeably".

Take the next step

To learn more about the TeamViewer solution presented in this article, please contact your TeamViewer representative.
Visit us on: www.teamviewer.com/iot
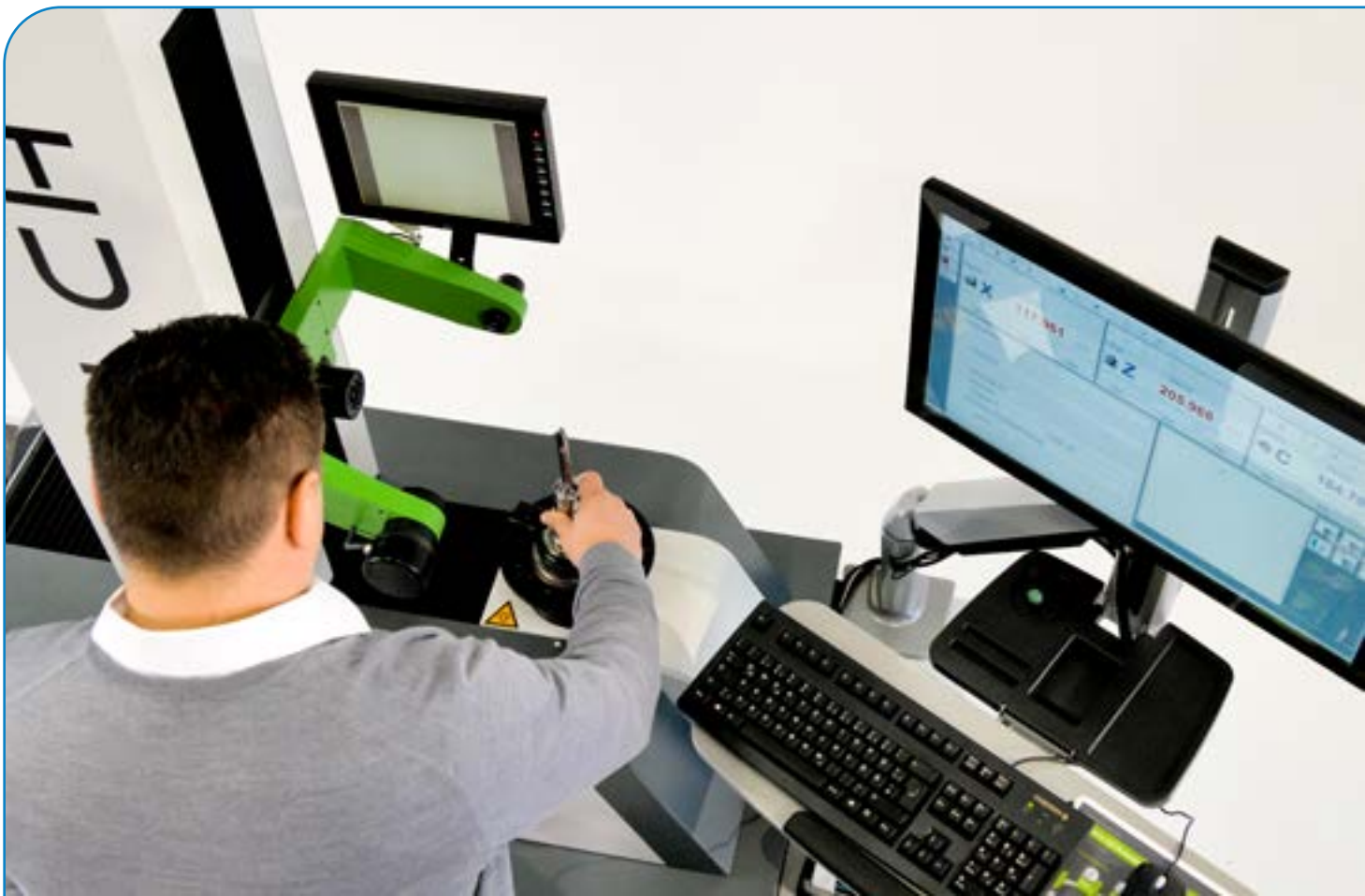
About Kelch GmbH

KELCH GmbH, based in Weinstadt, Germany, offers peripherals and services for manufacturers and users of machine tools for cutting processes. As a wholly owned subsidiary of Harbin Measuring & Cutting Tool Group Co., Ltd. (HMCT), Harbin/China, Kelch belongs to China General Technology (Group) Holding Co., Ltd. (Genertec), Beijing. Genertec is represented in 100 countries worldwide, with 45,000 employees in 51 companies. More information: www.kelch.de/en.

About TeamViewer

TeamViewer is a leading global technology company that provides a connectivity platform to remotely access, control, manage, monitor, and repair devices of any kind – from laptops and mobile phones to industrial machines and robots. It enables companies of all sizes and from all industries to digitalize their business-critical processes through seamless connectivity. TeamViewer proactively shapes digital transformation and continuously innovates in the fields of Augmented Reality, Internet of Things or Artificial Intelligence. The company is listed at Frankfurt Stock Exchange and belongs to MDAX.

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