TeamViewer

TeamViewer IoT
Würth: the smart way to automatically reorder for recurring needs

WÜRTH

TeamViewer IoT and Dell Technologies ensure operation and remote support for intelligent shelf systems. Würth is a specialist for assembly and fastening material and this material is often very small. More than 125,000 products are thus subject to the high quality standards of the Künzelsau company. Professional users appreciate screw accessories, chemical-technical products, tools, storage and removal systems and other offers. The aim: individual services, practical system solutions and the wide product range are to make the work of the customers easier. Würth supports more than 540,000 customers from trade, construction and industry. Smooth repair and production processes require uninterrupted supplies. This requires continuous tracking of material consumption in workshops and production halls and an automated ordering system. For this purpose Würth has developed its intelligent shelving system „ORSY® SYSTEM-REGAL SENSOR" equipped with sensors.

Challenge

Until now, Würth could only access its shelving systems from a distance in a very cumbersome way in order to manage them centrally and to help the customer via remote control if necessary.

→ **Non-existent automation in the ordering system**

→ **Travel to customer required in case of technical problems**

Solution

With the Dell IOT Edge Gateway 3001 and TeamViewer IoT, Würth has created a central platform for current and future ordering systems and now has a web-based configuration interface that enables it to keep its shelves stocked anytime and anywhere.

Results

Technicians solve any questions and problems that arise simply and securely via remote access.

→ **100% availability of Würth products for customers**

→ **Immediate remote support at the customer's site in case of need**

→ **Significant cost reduction through reduced field work**

Focus on replenishment and permanent availability

Würth supports more than 540,000 customers from trade, construction and industry. More than 3,200 permanently employed sales representatives personally look after the customers on site. With the new automated and intelligent ordering and storage system ORSY® SYSTEM-REGAL SENSOR Würth makes another customer promise: 100 percent material availability with fully automated and smart reordering. For this purpose, the racks are equipped with sensors that not only monitor the inventory but also automatically re-order the required parts from Würth. In order to keep this promise, the systems must run smoothly and any problems that may arise must be solved quickly. However, diagnosis and troubleshooting have so far only been possible at great expense.

In the past, Würth was only able to access its shelving systems remotely in a very cumbersome way in order to occupy compartments, change compartment assignments, or make changes or solve problems at operating system and database level. „Our challenge was to reliably optimize this remote access during the new development of the smart ORSY shelving system", explains Alexander Kimmig, Division Manager Power Tools, Services & Systems at Würth. „At the same time, we wanted to use remote access to support our overall support, shorten reaction times and offer our customers better service overall".

Würth examined the alternative of remote access to ORSY via a VPN

Before deciding on TeamViewer, Würth also examined the alternative of remote access to ORSY via a VPN tunnel. But setting up a private VPN is costly and time-consuming. With TeamViewer, on the other hand, a secure connection via the Internet can be set up in a few minutes. Michael Scheuber, responsible project manager at Würth, explains: „The VPN alternative of TeamViewer also convinced us with better controllable and manageable connection options with rights and role management, i.e. the assignment of read and write rights for the individual employees". Another advantage of TeamViewer was the possibility of audit logging, i.e. recording user activities, which can help to detect and eliminate security breaches, performance problems and application errors. This type of security logging helps to strengthen IT security in companies in various ways.

TeamViewer IoT for inventory monitoring

The minimum stock level is an important indicator of efficient warehouse operation. With the ORSY® SYSTEM RACK SENSOR the filling of the racks is now very easy and automated. If an article falls below the defined minimum stock level, a reorder is automatically triggered at Würth.

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Michael Scheuber, Project Manager at Würth

The remote access enables us to access the Würth systems to implement the wishes and requirements of the customers without being on site.

Processes are optimized remotely

For this purpose, Würth installed TeamViewer IoT on each of its shelving systems equipped with light sensors. The Dell IOT Edge Gateway 3001, which is part of the TeamViewer IoT Starter Kit, serves as an interface and automatically records the measured values of the light sensors. „With this solution we can reassign shelf space and remotely monitor shelves, detect and solve problems early if necessary", says Michael Scheuber. „In doing so, our aim is to guarantee absolute reliability. Because: If, for example, a part is ordered incorrectly or not ordered automatically in time, this could lead to production downtimes at the customer's site". TeamViewer IoT not only offers the highest level of security for these sensitive systems, but also creates high cost efficiency with low integration and administration costs. Processes can be optimized remotely without having to install a graphical user interface on the Linux-based devices. And this is also possible with a large number of systems.

With the new solution, Würth has not only optimized the replenishment supply, but even increased product sales. A welcome additional effect: simplified ordering processes for customers. This has a positive effect on their performance and strengthens the bond with their supplier.

Future-oriented platform assured

With the Dell IOT Edge Gateway and TeamViewer IoT the fastening specialist has created a central platform for current and future ordering systems at Würth. „The remote access enables us to access the Würth systems to implement the wishes and requirements of the customers without being on site. Likewise, in case of malfunctions, initial analyses can be carried out and thus the service technicians can be coordinated in a more targeted manner", emphasizes Michael Scheuber. And the Künzelsau-based company once again fulfils its customer promise: „Close. Closer. Würth!"
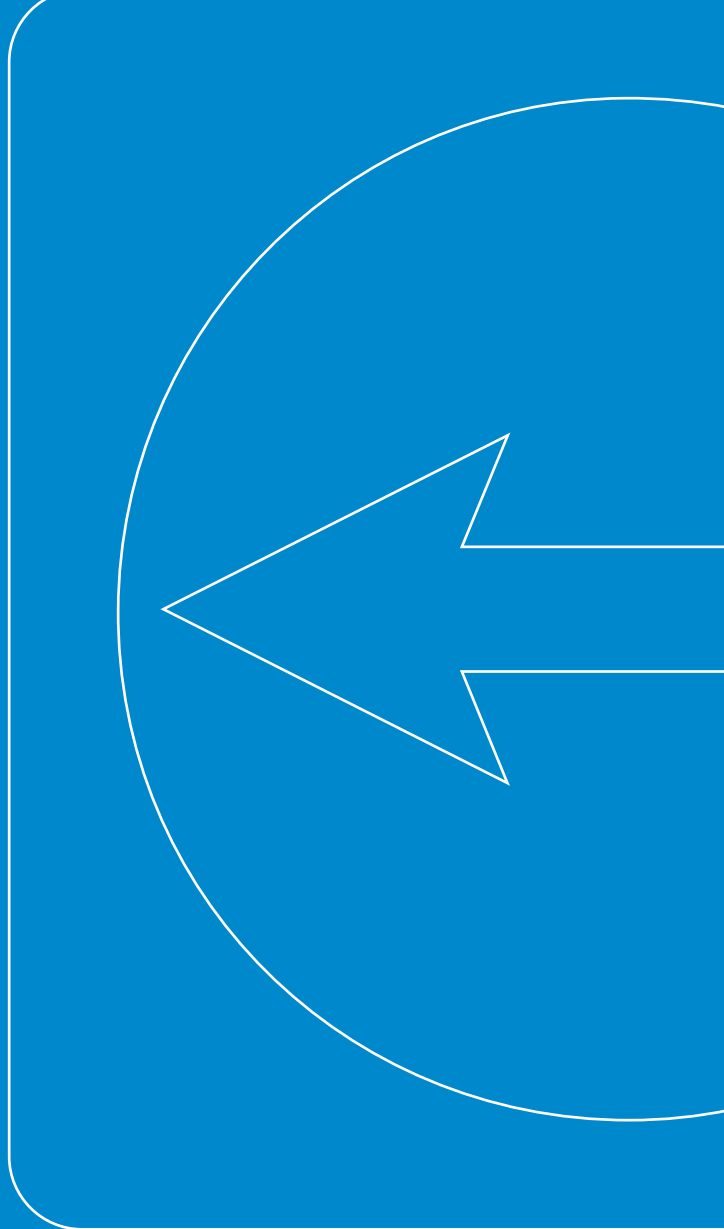
About Würth

The Adolf Würth GmbH & Co. KG is the market leader for fastening and assembly technology in Germany, employs more than 7,000 people and generated sales of EUR 2.09 billion in fiscal year 2019. The company offers more than 125,000 products and supports more than 540,000 customers from trade, construction and industry. The headquarters of Adolf Würth GmbH & Co. KG is located in Gaisbach near Künzelsau, Germany. www.wuerth.com

About Dell Technologies

Dell Technologies (NYSE:DELL) helps organizations and individuals build their digital future and transform how they work, live and play. The company provides customers with the industry's broadest and most innovative technology and services portfolio for the data era. www.dell.com

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.

Let's connect.

www.**teamviewer**.com