

Monitoring Equipment throughout North America

With TeamViewer, MPW Industrial Water Services saves Thousands of man hours



MPW is a leading provider of integrated, technology-based industrial cleaning, facility management, water purification and container management services in North America. Headquartered in Hebron, Ohio and with 1,300 employees, MPW provides process technologies for both emergency and base-load systems including deionization, reverse osmosis, media filtration and ultrafiltration. For more than 30 years, MPW Industrial Water has provided reliable, customized water solutions employing advanced technological products and services.

For more information, please visit:
<http://www.mpwservices.com/water>

Challenges

- ✓ Need to access and control equipment remotely, monitor trends and performance
- ✓ Required easy-to-use program for minimal employee training
- ✓ Needed a strong and secure VPN connection that wouldn't expose servers to risk



Solution

MPW Industrial Services was able to remotely access and monitor their water filtration systems at client sites hundreds and thousands of miles away. Because it's easy to use, MPW's employees in the field were quick to learn the program and begin working with the product saving on average 45 minutes for each employee training.

MPW Industrial Water Services provides mobile water filtration systems to customers across the United States and Canada. Its equipment is powered and operated by programmable logic controllers (PLC) and a human machine interfaces (HMI). Ideally, everything is controlled automatically with minimal human operation.

Since its equipment can be thousands of miles away, MPW Industrial Water requires a software solution that enables engineers and managers to remotely login so they can evaluate how the systems are working and ensure that equipment is functioning properly. Many of MPW's employees in the field at client sites aren't tech savvy, so MPW sought an application that was not only effective, but simple to use. For a while, the company tried another well-known remote access solution, but it proved too burdensome for many users and only offered weak connectivity.

That's when MPW Industrial Water Services turned to TeamViewer. Joshua Nye, an applications engineer, had used TeamViewer previously, and was involved in its selection. While a few employees had already been using TeamViewer it was in March 2010 when the majority of MPW began using the software. According to Nye, from the very beginning it was apparent that it would solve all their remote access needs. "TeamViewer puts you in front of equipment that can be thousands of miles away in the blink of an eye. It's simple to use and works flawlessly." There are about 75 TeamViewer users, most of whom have little or no computer expertise. Nye says that TeamViewer's step by step instructions make it a breeze to install.

Likewise, its intuitive interface has been universally well received by employees who've used the program. Unlike the company's experience with its previous solution, MPW appreciates that TeamViewer provides one ID that doesn't change, and there are no additional charges every time users log in from different IP addresses.



The company also likes TeamViewer's Computers & Contacts list and Management Console giving them the ability

to add contacts and see whether or not they are online. MPW's remote computers are to be used only for work-related purposes such as fixing a problem with a remote unit, and never for general use such as browsing the web.

Due to the security policy, VPN is a key feature

Due to the company's security policy files can't be sent by email, so TeamViewer's virtual private network (VPN) capability is a key feature that's important to the company. "TeamViewer's secure connection is really important to us as we often transfer files remotely," Nye says. "It's very reassuring to know that the license servers can be easily accessed by employees without the entire server being exposed."

TeamViewer eliminates the need to travel to client sites

For every client site it's critical that MPW's equipment and water filtration system are functioning 24/7, as downtime means lost revenue and productivity and a host of other problems. Should malfunctioning occur and the system shuts down, an automatic alarm system notifies operators through email alerts, even in the dead of night. Operators can then use TeamViewer to

diagnose the situation. Applications engineers such as Nye can then analyze screenshots and work with those on site by phone to remedy the problem. The fact that TeamViewer eliminates the need for MPW system experts to travel to client sites—even in downtime situations—is invaluable.

"Without TeamViewer, I'd be on the road all the time," says Nye. "It literally saves us thousands of man hours a year traveling all over the country. When you think about the cost dollar-wise, the savings are astronomical." The fact that it's easy to use has also saved a good deal of training and ramp-up time.

"With our prior solution users couldn't log in without access to the host files, but TeamViewer handles all the little, behind-the-scenes things," Nye says. It's made training users a simple process. When MPW was using their prior solution, it took users on average from 45 minutes to an hour to get the remote access going. One time Nye recalls working with an employee for four hours. The program proved much too complicated for users who weren't used to computer tasks.

But that's all changed these days, Nye says.

"TeamViewer is very quick. Its Management Console is very intuitive. Most people can get sessions started in five to ten minutes, even those who have minimal experience on a computer."

TeamViewer Inc.

Founded in 2005, TeamViewer is fully focused on the development and distribution of high-end solutions for online communication, collaboration and remote monitoring of IT systems. Available in over 30 languages and with more than 200 million users worldwide, TeamViewer is one of the world's most popular providers of remote control and online meetings software. For more information about TeamViewer please visit: www.teamviewer.com

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