TeamViewer at TechnoAlpin:
Rapid help for
Mother Hulda's helper

Snowmaking system manufacturer TechnoAlpin provides remote support with TeamViewer to ensure that winter fun is guaranteed.
Snowmaking systems are complex systems with a sophisticated control system for snow guns, pumps and compressors. Each system is tailored to the needs of the individual customer down to the last detail. A wide variety of conditions, such as water resources, gradients, soil conditions, wind conditions and temperatures, influence both the development and the installation and operation of the systems.

„To ensure that our customers always produce optimum snow, we provide fast and competent support at all times, both during installation and operation. Thanks to TeamViewer, we can change settings in real time remotely and correct any faults," said Maximilian Hawlin, Support Manager of Software Development at TechnoAlpin in Bolzano.
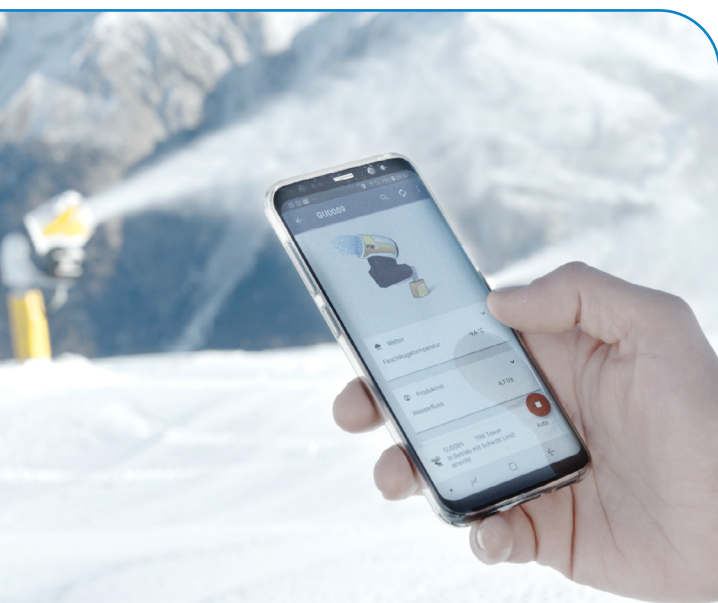
Challenge

Support via telephone and on-site visits should give way to a modern system with possibilities for remote access, troubleshooting and alerting.

⊙ **Worldwide support of more than 100,000 snow guns from over 2400 customers**

⊙ **Support cases often require the collaboration of employees from different departments and locations**

⊙ **Partially poor internet connection in the mountains**

Solution

With TeamViewer, TechnoAlpin meets the requirements of its customers for technical support that can be called up at any time worldwide. With just a few clicks of the mouse, service staff access the control unit on site via an encrypted internet connection.

Results

The average recovery time in remote support is 25 minutes with TeamViewer.

⊙ **Return of Investment after only 4 months by avoiding travel expenses**

⊙ **50% less time required for cases with several experts involved**
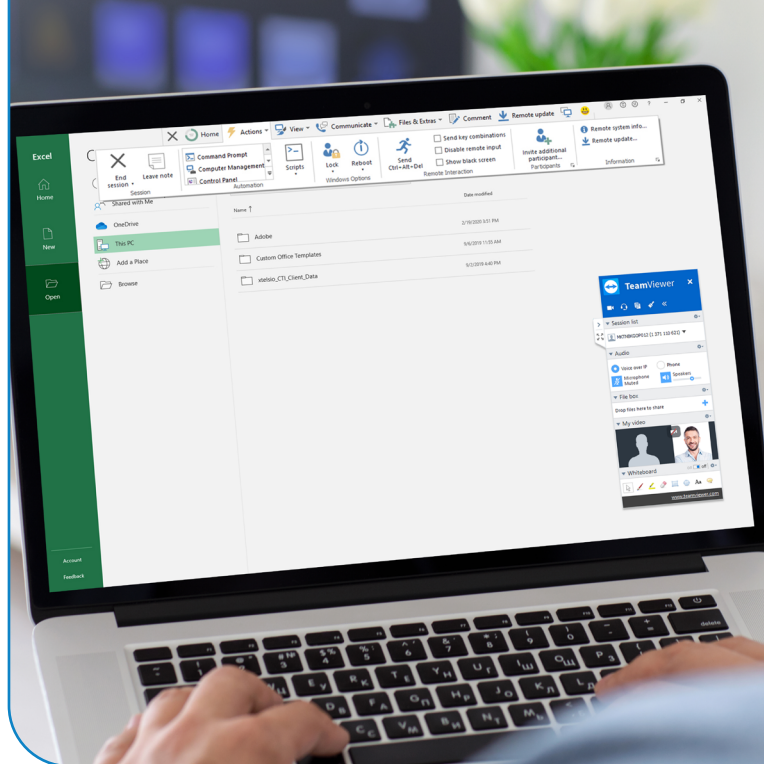
Using diverse know-how more efficiently

Snow cannons are essential for winter sports areas. The passion for snow and the technological competence for innovative solutions have made TechnoAlpin the world market leader in the development and production of snow cannons. „Developing the optimum solution for each individual customer project, implementing it and providing support during ongoing operations - that is our mission," says Maximilian Hawlin, Support Manager of Software Development at TechnoAlpin in Bolzano.

Storage ponds, pumping stations, pipelines, snow guns and a central control unit: every modern snowmaking system comprises of a large number of different components. „As a manufacturer and service provider, we need expert knowledge from various professions and specialist areas to ensure the best snow quality at all times. TeamViewer helps us to use this comprehensive know-how efficiently. Because of the remote support, with which we can solve 80 percent of cases, time-consuming field work iis reduced to a minimum," explains Hawlin. He particularly appreciates the fact that TeamViewer is reliable and stable, even with the often poor internet connections in the mountains.

Recovery within minutes

This is how the remote support service at TechnoAlpin looks in this specific example: A customer in North America reports the failure of his system by telephone - in the middle of the skiing season. Things now have to be done quickly. The caller already has the ID and password required for remote access ready. The service technician in Bolzano is thus immediately connected to the customer's server, on which TechnoAlpin's ATASSplus control system has been installed. He immediately sees: a defective server hard disk has paralyzed the control software and thus the entire system.

Within minutes, the expert installs the control system on a customer's desktop client and the snowmaking system continues to operate. Now the plant operator can look for a replacement for the failed device, which only needs to be connected to the power grid and internet. The TechnoAlpin expert takes care of everything else. He uses TeamViewer to transfer the control system with all its customer-specific settings to the new server. He then connects it to the system with a simple click of the mouse, uninstalls the control system from the client - and is ready for the next job. Maximilian Hawlin comments: „This case shows how TeamViewer helps us to provide fast and competent assistance to operators of snowmaking systems worldwide at all times. This excellent service is the basis for long-term successful business relationships for us and our customers".

> **Maximilian Hawlin, Head of Software Development Support, TechnoAlpin**

With TeamViewer we find solutions in minutes through cross-departmental and cross-site collaboration that would otherwise take hours.

Collaboration functionality of TeamViewer

Employees from the Software, Service and Programmable Logic Controller (PLC) departments use TeamViewer at TechnoAlpin. Remote access to the control system of a plant provides them with a real-time overview of the status of the most varied components.

In some cases, it becomes apparent that expertise from different areas are required to solve a problem. For example, if the fault in a plant is caused by the interaction of several small faults. Then several experts must collaborate. For example, a technician who is familiar with the cabling and locally installed hardware, a PLC programmer and a specialist from the software department who is familiar with the control system. Using TeamViewer's meeting functionality, they can participate in a video conference and find a solution together from different locations via screen sharing.

Secure, user-friendly, reliable

„In the past, we used to have to make phone calls and send screenshots back and forth in such situations. With TeamViewer we can now find solutions in minutes through cross-departmental and cross-location collaboration that would otherwise take hours. In this way we increase the availability of the systems and thus customer satisfaction. At the same time, we reduce the costs of service calls, increase the productivity of our employees and thus secure our competitiveness on the world market," Hawlin said.

So it's no wonder that TechnoAlpin's collaboration requirement was an important criterion when choosing its connectivity solution. TeamViewer was able to meet this requirement, as it did with the standard requirements, such as ease of use, secure connections and fast data transfer. In addition, Hawlin and his team appreciates the high quality of the connections even with low internet bandwidth on site.

Support for the TechnoAlpin mobile apps

When it comes to support for the mobile apps from TechnoAlpin, both their customers and service staff benefit from the fact that TeamViewer supports not only Windows but also the iOS and Android operating systems for mobile devices.

Speaking of mobile apps: the use of TeamViewer Pilot is already being discussed for the future. The intuitive app enables real-time remote support using innovative AR technology. It enables customers' employees on site to transmit live videos from the outside of a facility to the TechnoAlpin service center, for example. Interactive image markings provide concrete assistance by indicating, for example, where exactly a defective sensor is located and which screws are used to fasten it. After all, even in service, a picture sometimes says more than a thousand words. And successful support is based above all on efficient communication.

Take the next step

To learn more about the TeamViewer solution presented in this paper, please contact your TeamViewer sales representative. Visit us on the web:
www.teamviewer.com/en/products/teamviewer

About TechnoAlpin

TechnoAlpin has been planning and building ready-to-use snow-making systems for ski resorts around the world since 1990 and is now a leading global provider. The company's top priority is to find the ideal solution for every customer. Each system is meticulously designed to meet the needs of the individual customer. In addition to ready-to-use outdoor solutions, TechnoAlpin also offers various options for indoor snowmaking. Over 2,400 customers in more than 50 countries worldwide place their trust in TechnoAlpin's know-how. www.technoalpin.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.

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