LEGALLY-COMPLIANT REMOTE SERVICE THANKS TO IOT

CENTERSIGHT® for fast and secure customer support

The lines of Krones AG, a leading manufacturer of process, filling and packaging technology, are expensive capital goods. Failure of a machine can result in high financial losses. This makes it all the more important to offer customers fast support and to identify and eliminate the causes of failures in the shortest period of time. Together with Device Insight, the company therefore developed a central tool for access control based on the IoT platform CENTERSIGHT® for the remote service of more than 20,000 machines worldwide.

// Existing situation

More than 16,000 employees work for Krones worldwide. 80 percent of sales are generated abroad. If a client contacted Krones for support, the request was first taken up by the service line and forwarded to the relevant member of customer support staff. The support employee could then connect to the respective machine and its components via NAT router and start the analysis and troubleshooting. Such access was however neither secured against parallel access sessions nor documented in a legally secure manner. In addition, setting up remote access required specialized expertise, slowing the support process further.

// Objective

In order to offer clients worldwide an effective and efficient remote service for more than 20,000 machines, Krones AG needed a central platform for access control. The platform should also provide on-site support for the engineers during the commissioning of new machines. Particularly important were compliance with ISO certification, legally-compliant documentation and thus the legal protection of remote service employees.

“With remote service via CENTERSIGHT®, Krones is able to offer fast, simple, (legally) secure and targeted support. This allows machine downtimes to be minimized through rapid analysis and targeted problem solving.”

– Sebastian Oudes, Business IT Consultant, Krones AG –
// Solution

Device Insight supplied a global remote service platform based on CENTERSIGHT®, enabling service technicians to connect to all systems worldwide – down to the control level of individual components. Access to the respective line is granted by the Krones customer for a specific time window by email or directly at the press of a button via the machine. Once such a remote service operation is started, the Krones employee is able to document all activities carried out in CENTERSIGHT®. This documentation is stored in the IoT platform in an audit-proof manner in a specially operated database. Furthermore, all processes relevant to the remote service are logged in a revision-proof manner. For Krones, this means not only a transparent overview of all processes on a machine, but also legal certainty for the customer. At the same time, Krones' clients always retain control over the support process.

// Advantages and Application

The central IoT platform was rolled out company-wide and for all machine types and is the daily tool for Krones’ around 600 remote service employees. Thanks to the IoT platform, there is no longer any need to send a technician on site in the event of a problem, or technicians can be sent specifically to the customer after the type of fault has already been clarified via the remote service. The solution therefore enables fast, targeted and effective customer support and at the same time creates transparency and legal certainty.

Overview of IoT Solution Features

- Remote Service
- International Access
- Analysis & Troubleshooting
- Scalability through virtualized infrastructure
- Transparent Dashboards
- Asset Management