

Bystronic Maschinen AG

Success Story – Connectivity Suite optimizes digital service

Bystronic Maschinen AG is a machine and plant manufacturer based in Switzerland whose service business has been made more efficient thanks to NetModule's Connectivity Suite.

The project

Bystronic Maschinen AG is a machine and plant manufacturer based in Bützberg, Switzerland, and is part of the Finnish Glaston Corporation.

Glass processing machines for automotive and thin glass applications are manufactured here. In the aftersales, the areas of service, digital services and spare parts play a central role. It is precisely here that terms such as predictive maintenance and condition monitoring are on everyone's mind in the course of the Internet of Things, Industry 4.0 and Big Data.

Let's take a closer look at this digital area: As a rule, the customer calls us due to a problem, then the service technician connects to the machine component to solve the problem. Since 2000, Bystronic Maschinen AG has been providing this reliable online support, initially with the help of the telephone modem and then through a VPN connection. Due to today's safety nets, logging in with Windows XP computers to today's VPN's is almost impossible or requires an enormous amount of time (e.g. 4 hours to fix a five-minute problem).



«NetModule is the foundation for the future in the digital service of our plants.»

Matthias Rilinger
Training and Support /
After Sales Service
Bystronic Maschinen AG

Requirements

The company has been looking for a solution to provide faster support and facilitate access to the machines.

Customer requirements were here:

- Good connection stability
- Safety
- Reliability
- Speed
- Easy and efficient handling
- Good price-performance ratio

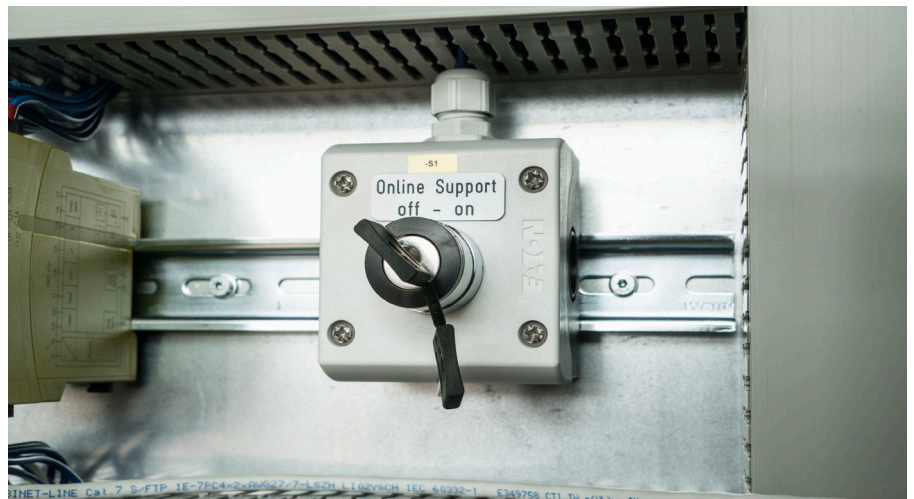
Solution

After a detailed examination of different systems from various suppliers, the NetModule team was awarded the contract because NetModule was able to meet the requirements and can provide connections «in a stability that renowned competitors cannot achieve» (quote Matthias Rilinger).

The NetModule support team from Frankfurt was able to show a quick solution for how to connect via the NetModule Connectivity Suite and thus deal with the problems. The support provided a proof of concept in which the desired requirements, such as fast switching, remote maintenance as well as stable and secure connections, were met.

After project implementation, the following benefits emerged:

- Bystronic Maschinen AG can now offer your customers a faster and above all very reliable online service or remote maintenance
- The Bystronic service technicians are now able to connect within about 20 seconds
- Setting up an encrypted VPN infrastructure for secure communication is possible anytime and anywhere
- Remote software and configuration updates are good in handling
- The situation of remote maintenance is for the technician as if they were on-site
- Automated and scheduled OTA remote updates and configurations are easy to control
- Instant access to any device anywhere to access the software or configuration
- Separate device-level access for service technicians, despite XP controls - works at broadcast levels



A successful project that offers enormous advantages for our customer Bystronic Maschinen AG as well as their customers. Bystronic delivers faster and better online support. - Thanks to our Connectivity Suite, secure access is possible anytime, anywhere, regardless of old controls, ever-increasing amounts of data, or existing safety nets.