



## Benefits

- Benefit from cutting-edge technology
- Improve competitiveness
- Provide remote maintenance

Customer: Mailliefer Extrusion  
Country: Switzerland  
Sector: Extrusion Machines  
Solution: eWON 2005CD

## Remote maintenance in means of eWON technology for Mailliefer manufacturer

The corporate Mailliefer, based in Ecublens (Switzerland), is specialized in manufacturing and selling of extrusion and coiling solution for the production of metal wires, cables, optical fibers and pipes. The aim of this company is to increase its customer productivity in means of cutting-edge technology, knowledge and services.

By the way of its innovative extrusion equipment, the company Mailliefer SA became a reference point for pipes and tubes systems manufacturers. This success is based on a technologic leadership in the field, a solid expertise and an extraordinary service.

If anywhere in the world, an underground high voltage line is installed, if an irrigation system is implemented, if an optical fiber or coppery communication networks is established or if an hospital buy any medical equipment, then there is a high probability that the cables used were produced in means of an extrusion equipment provided by the machine builder Mailliefer corporate.

Mailliefer is known worldwide as a pioneer in the conception of extrusion machines. In 1941, the enterprise proposed its first extraction system for the production of cables and is now a leader in the field. Among the specificities of the corporate, there is the installation of high-accurate extrusion for the production of middle and high voltage cables and for multilayered composite co-extrusion (plastic-aluminum) requested in some thermal or sanitarian applications.

### Remote interventions

Recently, the company decided to implement remote interventions thanks to eWON technology. The quality of the services provided plays a key role. In case of production interruption, technicians have also a decisive role and can have access to the defective machines by a remote maintenance system. The intervention is quite instantaneous. Alain Wisler says: « We looked for an industrial, quick and simple solution and we found it in the form of an eWON VPN remote access router combined to the Talk2M service proposed by the eWOM company.»

“ **The technical expertise of our partners convinced us and particularly their availability to answer quickly to our demands** ”



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## eWON and Talk2M features

Thanks to an eWON router and the online server Talk2M, a connection can be made between the control system of the machine and the operators, the engineer. If any error message occurs, the system prevents directly the user through the Talk2M server. In this way, the supervisor can act directly to troubleshoot and solve the issue from his desktop, remotely.

This technology is a save of time and money for the manufacturer as well as for the customer since the maintenance doesn't require any travelling costs. Moreover, the eWON technology is providing an incredibly fast responsiveness as an alarm message is send by e-mail or by SMS to the maintenance team in case of any parameters default. Most of the time, the supervisor is briefed about the possible issues even before the problem actually creates problem in the production.

## Conclusion

Alain Wisler, Head of production and project manager: « Innovation goes on: an accurate and outstanding performance, an absolute respect of prescribed tolerance from the customer, a high leveled reliability are the key factors to explain the success of our machines on the international market. »

The Maillfer engineers were seduced by the simplicity, the speed and the high compatibility level of the start-up. "The technical expertise of our partners convinced us and particularly their availability to answer quickly to our demands."

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