



Benefits

- Easily control production
- Avoid long systems downtimes
- Challenge the market demands

Customer: TRIEF company
Country: Germany
Sector: Food (cheese)

TRIEF company chose to rely on remote maintenance systems offered by eWON

The TRIEF company is specialized in cutting food and especially in turning big rounds of gouda into handy grated cheese.

This business requests high precision and efficient machines providing a perfect ambient temperature while performing a high speed of production in order to answer the market demand. In this field, long system downtimes can quickly lead to total loss of products. Operational reliability and fast services are the keys. Therefore a perfect maintenance system is required and the TRIEF company chose to rely on remote maintenance systems offered by eWON.

At the same time, the demand of the market is more and more requiring, wanting to deliver to its customer a saving-time product: mozzarella is grated, chicken breast is cut into fillet strips and cooked meats are cut into wafer thin slices and beautifully presented in plastic packaging. This required level is a real challenge concerning hygiene, looks and quality of the food. Machines and systems dealing with cutting and packaging foodstuffs are therefore just as complex as they are robust and need to resist the chemical cleaning as well as the constant cold and humidity

Excellence is requested

The ultimate in quality and expert engineering are in demand, which is why there are just a few companies around the world who have set themselves this challenge.

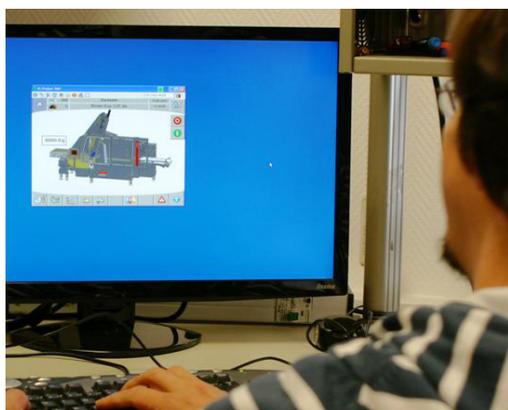
TRIEF is therefore known as a cutting-edge company in terms of cutting or dicing whether meat, sausage or cheese into strips, slices, etc., providing the appropriate systems to the appropriate foodstuff.

« If there is 10 tons of meat to be cut and packaged and the machine goes wrong, then it is obviously a disaster », explains Thomas Kühr, who is responsible for the electrical engineering of the systems at TRIEF « We need to react quickly and support the customer so things get moving again quickly - wherever the machine is in the world », is his way of explaining why the company is so consistently pro remote maintenance.

“ We use the Talk2M online service portal through a secure VPN tunnel via its server. So nobody needs to worry about the company network being hacked into ”



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« It's not something we discuss any more - it is a matter of course », explains Kühr. After all, the company delivers to New Zealand, China, Russia and the USA. « The food would be beyond unusable by the time our technician got to the site. Not to mention the huge costs involved in an intervention of this kind.»

eWON remote maintenance solution

TRIEF found in eWON the perfect solution of remote maintenance routers. This device is combined with the Talk2M online service. The VPN router supports various media and has all the international approvals so can be used throughout the global market.

All the major protocols are included in the router. Therefore, there is no need to buy any additional components, saving time, money and storage costs. The eWON router is completely independent in terms of controllers « We can access the eWON routers via an internet browser and view the control panel directly from a PC in Oberlahr.»

The TRIEF experts can then quickly establish a connection with the system and troubleshoot any possible issue. The eWON technology is also equipped with a datalogging system which allows an analysis of all the parameters

Thomas Kühr was quickly able to alleviate the IT people's security concerns. « We use the Talk2M online service portal and can establish a secure VPN tunnel via its server. So nobody needs to worry about the company network being hacked into », he adds.

The eWON and Talk2M remote maintenance solutions have also proven very sensible for other applications at TRIEF. « This company is very innovative and is constantly improving its products », explains Thomas Kühr.

Head Office

22 Av. Robert Schuman
1400 Nivelles
Belgium
Tel: +32 67 895 800
info@ewon.biz

North American Office

2345 Murray Ave, suite #305
Pittsburgh, PA 15217
USA
Tel: +1-412-586-5901
info@ewon.us