



Benefits

- Reduce response times
- Reduce engineers' travelling costs
- Optimal 24/7 customer support
- Easy installation and configuration
- Secure remote access to the machines

Customer: Wintersteiger

Country: Austria

Sector: Machine Builders, Ski service

Solution: eWON 2005 CD - Talk2M

Remote access helps Wintersteiger to improve maintenance efficiency

The subject of remote maintenance is a particular priority for the local special machine builder Wintersteiger, a world leader in the area of ski service and hire, because, unlike customers in the industrial field, most operators of the fully-automatic ski and snowboard servicing systems which are used all over the world only have a little technical expertise. Wintersteiger is considered to be a world market leader in this field with sales of over 40,000 ski service machines. It is all the more important for Wintersteiger engineers to carry out a diagnosis as quickly as possible in the event of a problem, so that they can then provide targeted help. To do this, they use the remote maintenance solution of the Belgian manufacturer eWON. The «Talk2M» Internet service portal and the eWON software products enable service engineers to access the machines any time and anywhere – even with mobile devices.

“**The eWON system works really well. There is no need for any kind of changes to be made to the security settings on the customer's company network.**”

eWON remote maintenance solution makes it easy

As a rule, machine operators in sports businesses or hire facilities are of course not engineers,» as Reinhard Pfeffer knows from experience. Wintersteiger engineers identify the cause of the problem considerably more quickly via remote analysis, and quite often at first sight. Once they have the customer's agreement, they create a connection to the machine with just a few mouse clicks and get a 1:1 image of the relevant operator guidance shown on their screen via VNC (Virtual Network Computing). A camera integrated into the Wintersteiger remote system is also being employed more and more frequently and Reinhard Pfeffer is particularly happy to use it: «The customer simply points the camera at the problem area and I can see what the matter is straight away - in most cases no further explanations are then required for this.»



Fully automated service system for skis and snowboards.



The managing director of VIPA Elektronik-Systeme (the eWON distributor in Austria), Martin Zöchling (left) proudly poses for the traditional customer handshake photo with Reinhard Pfeffer (right).



photo: eWON 2005 CD

Various simultaneous connections

Several users can access a lot of machines at the same time. «That is a great advantage for us, and another significant distinctive feature in comparison to other manufacturers' systems,» says Reinhard Pfeffer in praise of this solution. «In principle, all our service engineers have access to the system; appropriate access rights can be specified to clearly regulate who can do what. Wintersteiger does indeed operate all over the world, and to some extent we use freelancers – we can connect them to the account management at any time, without any additional licence payment having to be made. The user interfaces are generally set up in a very transparent way and you can for instance see at a glance who is actually logged into the «Talk2M» server.»

«To sum up, the remote maintenance solution works in a very satisfying - and stable - way for Wintersteiger. The technology is very sophisticated. There are on average around 100,000 VPN connections running via the «Talk2M» server simultaneously - that says everything about the system's performance.»

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