



# Long-distance look-in makes repairs snappy and simple

Remote maintenance? It's been around a long time. But our Cisco® innovative Internet of Everything (IoE) twist takes engineers virtually straight to the shop floor.

“Customers can open service cases and show the engineer the problem. Most issues can be solved there and then.”

Peter Schramm, Manager Network Services, HOMAG Group

A machine fails. Production halts. It stays stopped until the engineer eventually arrives. Now, however, a remote expert homing in on a video stream can put things right in an instant.

## Challenges

- Increase customer satisfaction
- Improve engineering productivity

The world's leading manufacturer of woodworking machinery, HOMAG Group AG, has 15 factories around the globe. With products in use in more than 100 countries, its service operation relies on 56,000 remote diagnostic devices.

In the past, when a machine went wrong, customers used to make service requests by phone, an email message or a web form. HOMAG Group engineers couldn't physically see the problem, and language often got in the way. That meant they usually had to make a site visit, which racked up costs and delays.

So, not surprisingly, the Internet of Everything (IoE) became a hot topic.

## Case Study | HOMAG Group

Size: 5700 employees

Headquarter: Germany

Industry: Manufacturing



An ingenious video idea puts manufacturer's engineer virtually alongside the customer for greatly improved machine uptime.

### Solutions

- Cisco Internet of Everything innovation
- Combines VPN access and video with in-house mobile app

### Pre-loaded on-the-spot attention

HOMAG Group creatively combined VPN, video, and mobile technologies to solve the problem. Peter Schramm, manager Network Services, says, "Each of our machines is now delivered with a tablet preloaded with Cisco Jabber® and our ServiceBoard app. This means someone on the factory floor can hold a video call with the HOMAG Group service center."

### Simple integration for rapid results

The Cisco kit and the HOMAG Group application were easy to bolt together. "With the Cisco Jabber Software Development Kit integrating video was a piece of cake," says Schramm. "Customers open service cases and show the engineer the problem. Most issues are solved there and then."

### Peering deep into cyber space

Provided as part of the HOMAG Group standard contract, more than 150 customer locations are already benefitting from the solution. More than 300 are due to come on board by the end of 2015, and it's enabling new insights. Schramm adds: "With the VPN tunnel, we can look into the depths of the control software of the machine at the customer's location, while video means we can inspect the physical machine as well."



Customer visits to  
fix machines cut  
by **40%**



## Results

- 40 percent reduction in customer visits
- 40 percent rise in machine uptime
- 10 percent increase in customer satisfaction

## It's like standing next to the customer

Now jobs come to the HOMAG Group service center through e-mail, phone, web form, and mobile app. At any stage the agent can activate a video session linked to the ServiceBoard app. Soon a video channel will be added to the company's new contact center. "Things like mechatronics are best performed over video," says Schramm. "It's almost as if our service representative is standing right next to the customer."

## Differentiation attracts international interest

Live video has led to a 10 percent rise in customer satisfaction. "It makes us stand out from our competitors," says Schramm. "Language is less of a barrier. Communication is clearer. We have a better understanding of the problem, so faults get resolved faster. And there's significantly less downtime and travel costs."

The IoE solution can be used with any HOMAG Group machine, despite when it was made. It's attracting a lot of interest, especially from international companies, as demonstrated at a recent exhibition in Germany.

## Products & Services

### Collaboration

- Cisco Jabber Guest
- Cisco Jabber Software Development Kit

### Routing and Switching

- Cisco Integrated Services Routers

- Cisco Catalyst® Switches

### Security

- Cisco ASA Next-Generation Firewalls

## For More Information

To learn more about the Cisco solutions featured in this case study, visit [www.cisco.com/go/ioe](http://www.cisco.com/go/ioe)

For further information about HOMAG Group, visit [www.homag-group.com/en-en](http://www.homag-group.com/en-en)



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