



TeamViewer
Tensor

Case Study

Always close to the customers

Worldwide start-up and support of plants



Despite travel restrictions - the Bühler Group ensures the food production for two billion people up and running. For this, the company relies on digital support processes with TeamViewer.

Without Bühler, the shelves in supermarkets around the world would remain empty: Whether flour, rice or pasta - many foods come from the production lines of the Swiss plant manufacturer, who provides its solutions to food producers worldwide. A whole quarter of the world's population enjoys food that has been processed with the company's systems. Moreover, Bühler's technologies are also used to make parts for vehicles, eyeglasses, smartphones, paper and printed products.

Bühler's managers are well aware: it's all about securing supply. To ensure this, the company relies on state-of-the-art technology. Bühler exports its production systems to over 140 countries worldwide.

Challenges

More than 1,000 technicians support customers and their own service teams. The previously used remote support software did not guarantee optimal customer support:

- ➔ **The previous software was almost impossible to use for customers with little IT knowledge.**
- ➔ **Support sessions to rural areas frequently broke down due to poor internet infrastructure.**
- ➔ **No documentation of the support sessions, which is required for obtaining the cyber security certification according to ISO 27001.**

Solution

Bühler relies on TeamViewer Tensor, the enterprise-level solution for digital service processes. With TeamViewer Pilot, Bühler is digitalizing the transfer of knowledge for employees remotely thanks to augmented reality.



Results

With TeamViewer, Bühler manages to be close to its customers and employees across geopolitical, geographical and technical hurdles and distances.

- ➔ **Reliable and fast troubleshooting leads to reduced downtimes for customers.**
- ➔ **Significant reduction in travel costs.**
- ➔ **Logging and traceability of all support sessions helped Bühler achieve the important ISO 27001 cyber security certification.**

Bühler relies on state-of-the-art technology

This includes the networking of products, apps, analyses and services via the IoT platform Bühler Insights, which increases reliability. The company also uses state-of-the-art applications for technical support and is able to cover service processes digitally. This is a blessing for the global network of the Swiss family-owned company, which operates in 140 countries worldwide. It comprises of 100 service stations, 33 production plants and application centers in 24 locations. For the maintenance and commissioning of plants, Bühler found the right solution in TeamViewer Tensor: Around 1,000 technicians are now available to customers - also directly from the headquarters in Uzwil, Switzerland.

Thanks to the digital support process from a distance, customers no longer have to wait long for customer service, Bühler saves significantly on travel costs and time, and its customers can minimize their downtime. The company also relies on remote support internally: the augmented reality solution TeamViewer Pilot is used for training and imparting knowledge to colleagues, for example on construction sites or in production. Both scenarios save company resources as well as the environment. Entirely in keeping with Bühler's motto: Innovations for a better world.



Source: Bühler Group

Far away? Not safe? - No problem!

But what can be done if the plant is already in place but local commissioning is not possible? In order to supply people with food and everyday goods, Bühler also has to overcome geopolitical challenges or long distances. The most recent example of this is a flour mill in Yemen that can produce 750 tonnes per hour. For security reasons, no Bühler employees have been allowed to enter the country since the outbreak of the civil war in Yemen in 2015. At the same time, the population is more dependent than ever on basic foodstuffs. The problem: in order to be able to put the plant into operation, it has to be configured accordingly. However, the travel of specialists is either associated with high transaction costs or sometimes simply not possible for security reasons.

"That's why we put together a team of technologists and programmers who were constantly connected to the plant via TeamViewer," reports Roland Isler, Senior System Administrator at Bühler. "They imported the entire software, including all plant parameters, directly from Uzwil into the plant." The entire Manufacturing Execution System (MES) and the Programmable Logic Controllers (PLC) were thus installed and commissioned remotely. "In this way, we were able to put the mill into operation and support our customer in the urgently needed food production - despite the difficult conditions on site," says Roland Isler.



Roland Isler, Senior System Administrator at Bühler

Bühler has been certified according to ISO 27001 in 2020. Particularly in the area of security, we were able to take an important step towards this certification with TeamViewer Tensor.

Reliable remote support even with poor network coverage

Bühler's customers are spread over 140 countries worldwide. They often operate their production facilities away from urban centers, in rural regions with basic infrastructure. However, Bühler also has to overcome such technical hurdles. For example, if a customer has a problem with his plant, he expects an immediate solution. Any stoppage in the production line can bring the entire production to a standstill and thus endanger the supply of people - and is associated with immense costs for the manufacturer.

Maintenance and repair are central components of product lifecycle management. This is why Bühler has been looking for a solution to offer these services remotely. Roland Isler says: "It is part of our understanding of service that we provide our customers with fast and customer-friendly support for our plants and technologies." With the previous support software, there were always problems when there was little IT knowledge on the customer's side or the network connection only had low bandwidth. Especially in smaller companies with less qualified staff, it became difficult.

Optimized processes with IoT and AR

"Since we started using TeamViewer, these obstacles are a thing of the past: The customer only installs the TeamViewer QuickSupport module and does not have to deal with complex software." A phone call is all it takes. After an exchange of ID and password, the specialists have access to the affected technology part to restart production. Roland Isler adds: "Even over-the-air updates in low-bandwidth environments are no longer a problem. TeamViewer provides excellent services here and convinces with speed and reliability."

It is not only in commissioning and support that Bühler focuses on innovation. According to the company, digitalization has the potential to revolutionize almost every aspect of the food, feed and mobility industries. This is reflected in its digital offerings. Bühler Insights, for example, is a central IoT platform built on Microsoft Azure. With it, customers can easily access all of the company's digital services. IoT combines information technology and the operating technology of systems, known as OT. This is also referred to as IT/OT convergence. This can increase efficiency, production and technology availability.

Extra layer of security with Conditional Access

One issue that repeatedly raises concerns when it comes to digitalization is security. One example: Who has access to the systems? How does Bühler ensure that only authorized personnel can connect to customers' systems? The IT and security managers at Bühler define and monitor the use and access rights for the 1,000 support experts centrally from Uzwil using conditional access rules in the TeamViewer Tensor management console.

The settings can be rolled out and enforced centrally on all clients equipped with TeamViewer. This ensures that all remote connections are centrally managed and fully controlled. At Bühler, security is even certified: "Bühler has been certified according to ISO 27001 since January 2020. With TeamViewer Tensor, we were able to take an important step towards this certificate," says Roland Isler. He summarises: "For us, TeamViewer is synonymous with fast, cost-effective service over the Internet, which delights our customers. And at the same time we protect the environment, because most service cases are solved without travelling."

Take the next step

To learn more about the TeamViewer solution presented here, please contact your TeamViewer sales representative. Visit us at: www.teamviewer.com/en/teamviewer-tensor/



Training from a distance

In order to install state-of-the-art plants, the company needs appropriately trained employees. Here, too, Bühler uses state-of-the-art technology: With the augmented reality app TeamViewer Pilot, Bühler trains its teams remotely - for instance on construction sites directly on site. For this, the employees to be trained use smart glasses or a smartphone, with the camera image transmitted to the instructor's screen at headquarters. Both parties can set graphic markers and texts that retain their position in the image even when the camera is moved on site. This allows the expert to guide the employee and set real-time annotations in the field of view, in addition to verbal communication. In addition to being used for training purposes, the technology can also be used to support service technicians on customer assignments - no matter where they are on the road.

About Bühler Group

As a key solution partner for the food and mobility industries, Bühler is committed to helping its customers save 50% each of energy, water, and waste in their value chains by 2025. Bühler invests up to 5% of its revenue in research and development. In 2020, about 12,500 employees generated sales of 2.7 billion Swiss francs. The Swiss family-owned company operates in 140 countries worldwide and has a global network of 100 service stations, 33 production plants, and application centers in 24 locations. www.buhlergroup.com.

About TeamViewer

TeamViewer is a leading global technology company that provides a connectivity platform to remotely access, control, manage, monitor, and repair devices of any kind – from laptops and mobile phones to industrial machines and robots. It enables companies of all sizes and from all industries to digitalize their business-critical processes through seamless connectivity. TeamViewer proactively shapes digital transformation and continuously innovates in the fields of Augmented Reality, Internet of Things or Artificial Intelligence. The company is listed at Frankfurt Stock Exchange and belongs to MDAX.

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