

S-Klima: Premium climate with a system



TeamViewer and S-Climate provide a pleasant indoor climate via remote support. The powerful systems from S-Klima, which efficiently cool, heat, humidify or dehumidify room air, are used in homes as well as in public buildings, shops and restaurants. S-Klima is the exclusive sales partner for Mitsubishi Heavy Industries' premium air conditioning systems in Germany. The range of products and services is subject to high quality standards with the aim of implementing both simple and complex requirements in a flexible and customer-oriented manner. Due to the numerous areas of application of the products, it must be ensured that the air-conditioning and humidification systems work reliably and without malfunction.

With its solutions for remote support and remote maintenance using Augmented Reality, TeamViewer complements telephone communication and helps to avoid misunderstandings. The customer and the service team benefit from this through more efficient communication.

Challenge

S-Klima supports customers with a telephone after-sales service to ensure that the units function perfectly and are quickly up and running again in the event of a fault.

- ➔ **Misunderstandings in telephone support for complex problems**
- ➔ **High expenditure of time**
- ➔ **Lack of overview of the customer's entire plant can make it difficult to find solutions**

Solution

S-Klima relies on TeamViewer and TeamViewer Pilot for efficient support. Result: Faster fault diagnosis and elimination through direct access to the device PCs, as well as better communication through a shared view of the system on site.

Results

TeamViewer Pilot provides the technicians of S-Klima with a more precise picture of the malfunction. This leads to faster diagnosis and troubleshooting:

- ➔ **The time required compared to pure telephone support was significantly reduced.**
- ➔ **Faster and improved support service increases customer loyalty**



Remote access for the right setting

A hot summer reveals winners and losers. While farmers are suffering from crop failures, demand is rising among suppliers of air conditioning systems. To ensure a pleasant indoor climate, technically complex air conditioning systems are used in large office buildings, shopping centers and hotels. If these suddenly fail or cause problems, temperatures can quickly rise to uncomfortable levels, putting a strain on the circulation and causing productivity to suffer. In order to be able to correct errors quickly, S-Klima has therefore relied on TeamViewer for ten years to supplement its telephone support.

“Thanks to the possibility of remote access with TeamViewer to the PC of the respective users, after their approval, requested adjustments of an air conditioning system can be implemented much more easily. This is an enormous time advantage and minimizes the risk of incorrect settings immensely,” says Torben Nicolaysen, Head of Technical Support at S-Klima.



Augmented Reality: As if you were there

If the problem cannot be solved by configuring the software solution, Augmented Reality (AR) can help: S-Klima has been using TeamViewer Pilot, the augmented reality tool from TeamViewer, as part of its after-sales support. „By using TeamViewer Pilot we can get a complete picture of the plant at the customer’s site. In some cases, it is not so easy in detail, e.g. to have certain components adjusted on the boards of the air conditioners. There can also be a shift in numbers if dip-switch settings have to be read overhead by the technician,” explains Nicolaysen. He explains the decision for TeamViewer’s Augmented Reality solution as follows: “To be able to use the AR functionality, we don’t need any special hardware such as data glasses, because the app can be easily used via the smartphone camera - this increases the willingness of our customers to actually use it”.

Highlighting by AR marker

TeamViewer Pilot provides a common image for service technicians and users on site via the smartphone camera. Particularly important areas can also be highlighted using AR markers and remain even if the camera pans to the side briefly. Customer feedback on the extended service performance underlines the success of S-Klima’s customer support. “Our customers consistently react openly and with great interest when they are shown the possibilities of augmented reality with TeamViewer Pilot,” says Nicolaysen.



Torben Nicolaysen, Head of Technical Support at S-Klima

The AR functionality of TeamViewer can easily be used via a smartphone camera - this increases the willingness of our customers to actually use the app enormously.

Data protection and security convince

“TeamViewer and TeamViewer Pilot create added value for our customers by improving support performance and significantly reducing the time needed for support and possible sources of error in communication. Of course, we also use TeamViewer Pilot internally to communicate with our own technical customer consultants on site.”

One of the current challenges is to convince customers of the added value of the AR application so that their technicians install the free app. “Privacy is a big issue. This is well implemented by TeamViewer, but still requires education and persuasion,” says Nicolaysen.

Regarding the future plans of S-Klima, he explains: „As a first step, we want to use the TeamViewer Pilot application as an integral part of after-sales support of S-Klima. Further improvements are, of course, always in focus, and here we trust in the innovative ability of TeamViewer”.

Take the next step

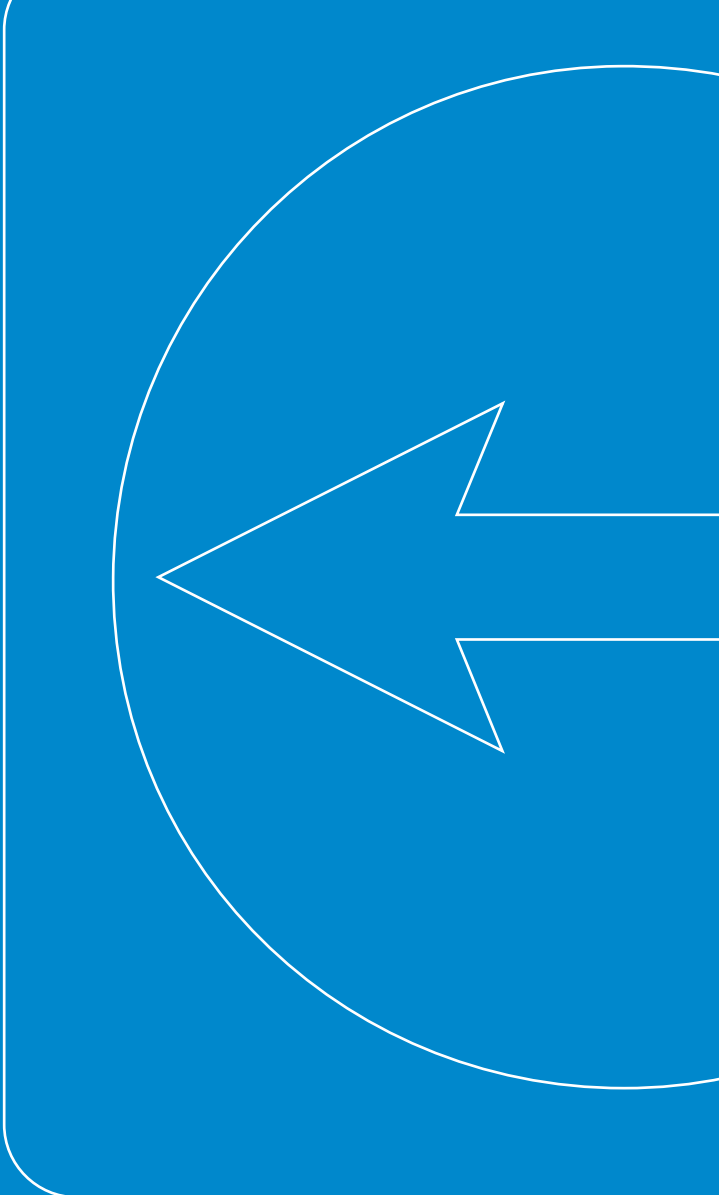
To learn more about the TeamViewer solution presented in this article, please contact your TeamViewer sales representative. Visit us on: www.teamviewer.com/pilot

About S-Klima

S-Klima based in Hamburg is a brand of Stulz GmbH, which was founded in 1947 by Albert Stulz as a factory for electrical household appliances. S-Klima is the exclusive sales partner for premium air conditioning systems from Mitsubishi Heavy Industries in Germany. These are supplemented by control and regulation solutions developed in-house. More information: www.s-klima.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. The company enables enterprises to digitalize their business-critical processes through seamless connectivity. Against the backdrop of global megatrends like device proliferation, automation and new work, TeamViewer shapes digital transformation and continuously innovates in the fields of Augmented Reality, Internet of Things or Artificial Intelligence. The Germany-based TeamViewer AG (TMV) is listed at Frankfurt Stock Exchange and belongs to MDAX. www.teamviewer.com



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