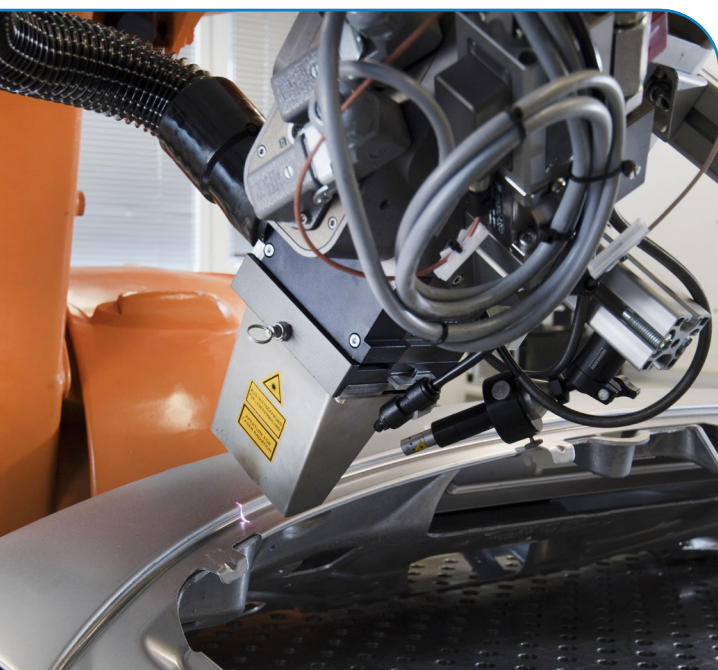# TeamViewer IoT:
A perfectly matched solution for cleanLASER

cleanLASER

cleanLASER provides remote support via TeamViewer for more than 1500 installations worldwide. The high-tech medium-sized company cleanLASER from Herzogenrath near Aachen, Germany, cleans and processes surfaces of all kinds with the power of light - highly efficiently, thoroughly, precisely and environmentally friendly. The product range includes mobile equipment, for example for cleaning the facades of buildings, as well as fully automated laser cleaning systems for the production of vehicles, food or medical technology. In these areas of application it must be guaranteed that the laser cleaning systems work reliably and trouble-free even at high workloads.

With a team of 15 technicians and software developers, cleanLASER's service department supports more than 1500 systems at customers worldwide. cleanLASER ensures the high availability of its systems through remote assistance based on TeamViewer IoT.

Challenges

The cleanLASER product range includes mobile equipment, for example for cleaning the facades.

→ **Customers spread all over the world require assistance in the event of a fault**

→ **The control unit of the laser is based on an embedded system for which no standard remote control solution can be integrated**

→ **Plant availability is a decisive competitive criterion**

Solution

To ensure that the systems run as smoothly as possible, the high-tech company relies on TeamViewer and TeamViewer IoT for its global support. The interface, jointly developed by TeamViewer and cleanLASER, enables secure remote access to the cleanTOUCH laser control.

Results

TeamViewer enables cleanLASER support to remotely access control units for troubleshooting and repair.

→ **Effective - in 85 percent of cases the cause is found and eliminated within just a few minutes**

→ **Customer-friendly - fast assistance even outside of classic support cases**

→ **Economical - payoff in less than six months**

Remote assistance for Industrial IoT processes

The importance of remote assistance in the Industrial IoT (IIoT) processes of his customers is described by Thorsten Duchatsch, head of the global service department at cleanLASER: "Remote access via TeamViewer IoT enables us to eliminate the causes of error messages online. This means that the machine is back up and running within minutes. If it even needed stopping at all."

In market segments such as the automotive industry, where a standstill in production can quickly become very expensive, this effective remote support is an important argument for networked production and a decisive competitive edge.

Global remote support

TeamViewer in operation: At an automotive supplier in China, a robot-guided laser system reports a fault in the production of battery trays for electric vehicles. Battery trays are usually mounted on the outside of the car floor and are exposed to high weathering influences, from which they are protected by cathodic dip coating (CDC). In order for the tray and lid to be glued together during assembly, the CDC layer must be removed by laser in some places without leaving any residue. If this work step is interrupted, for example, because the system reports that the specified operating temperature has been exceeded, the entire production process comes to a standstill and high downtime costs are incurred. If the technician on site does not immediately know what to do himself, he sends an e-mail to the cleanLASER service department.

The message appears directly in the ticket system. An employee contacts the customer and requests access to the machine. As soon as the authorization is granted via TeamViewer, the service technician starts the fault analysis live on the system.

Relief to field service

In 85 per cent of cases the cause is found and eliminated within just a few minutes. With TeamViewer IoT this efficient remote support is also available for the innovative cleanTOUCH technology. The Linux-based cleanTOUCH laser control fulfils the demand of many customers to control their systems without a conventional Windows PC. This improves the real-time capability and protects against the numerous attacks on Windows.

Where immediate help is not possible, remote diagnosis provides the necessary information to bring the appropriate spare parts and experts on site. This avoids expensive misdeployment and has contributed to the fact that TeamViewer IoT has paid for itself in less than six months at cleanLASER.

> **Thorsten Duchatsch, head of global service department at cleanLASER**
>
> **Remote access via TeamViewer IoT enables us to eliminate the causes of error messages online. This means that the machine is back up and running within minutes. And often we can even avoid a standstill completely.**

Opening up the full potential of the laser

The benefits of TeamViewer IoT for cleanLASER and its customers go far beyond the classic support cases. Many companies rely on the expertise of cleanLASER's employees when it comes to converting their equipment to handle new components or materials or to set up new processes. Furthermore, lasers can not only clean, but also pre-treat surfaces or apply markings. „Finding the optimum settings for this requires very specific know-how. The TeamViewer solution enables us to make this expertise available to all our customers worldwide at all times,"Duchatsch explains.

Experts refer to this control of IIoT components from a distance as 'remote operations'. This enables companies to minimise the risk of equipment failure by monitoring and controlling all systems and their components online. Duchatsch also sees remote alarming, i.e. the establishment of rule-based warnings and automated follow-up actions as soon as a plant reports certain signals, as a possible future deployment scenario for TeamViewer IoT. With the operating parameters recorded by TeamViewer IoT, cleanLASER will be able to offer additional service packages in the future, including, for example, automatic notification of the customer in the event of a deviation from the standard. The service manager's is always on one goal in this context: „Making the full potential of our products available to our customers."

Take the next step

For more information on the TeamViewer solution presented in this article, please contact your TeamViewer sales representative.
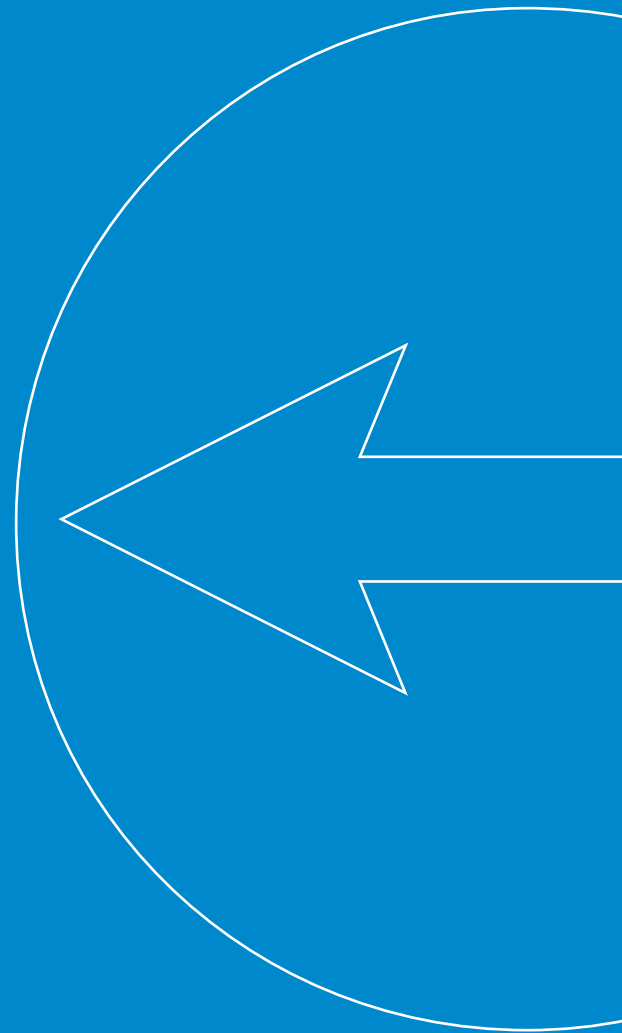Visit us at: www.teamviewer.com/iot

About cleanLASER

cleanLASER from Herzogenrath near Aachen, Germany, is considered a pioneer in laser beam surface technology and has been producing high quality lasers for the aerospace and automotive industries as well as for mechanical engineering for over 20 years. To learn more, visit: www.cleanlaser.com

About TeamViewer

As a leading global provider of remote connectivity solutions, TeamViewer empowers users to connect anything, anywhere, anytime. The company offers secure remote access, support, control, and collaboration capabilities for online endpoints of any kind. By innovating with cutting-edge yet easy-to-deploy Augmented Reality (AR) and Internet of Things (IoT) implementations, the company enables businesses of all sizes to tap into their full digital potential. TeamViewer has been activated on more than 2 billion devices; more than 45 million devices are online at any time. Founded in 2005, in Göppingen, Germany, the company employs more than 800 people in offices across Europe, the United States, and Asia Pacific.

Let's connect.

www.**teamviewer**.com