



## BrauKon: Navigating the pandemic with TeamViewer

Through the digitalization of its support processes, the plant manufacturer secures the production cycles of its customers

### BrauKon

Malt, hops, water, yeast - these are the ingredients that may be used to produce German beers according to the Purity Law of 1516. BrauKon, supplier of complete turnkey systems for the brewing industry, relies on yet another ingredient: remote support with TeamViewer.

BrauKon, based in the picturesque town of Seoon in Bavaria, supplies turnkey complete plants for the brewing and beverage industry worldwide with a focus on medium-sized companies. Each brewing system is unique and is individually tailored to the requirements of a customer. BrauKon guarantees brewers worldwide outstanding beer quality and optimal workflows. To achieve this, the company invests in continuous research and development as well as modern customer service. Since 2018, this has included internet-based remote support with TeamViewer. This has now been supplemented with augmented reality for optimized knowledge transfer within the company and to the customer.



### Challenge

Appropriate expertise is required for the commissioning and maintenance of the complex brewing systems.

- ➔ **Support for production facilities abroad entails high travel costs when technical staff have to travel.**
- ➔ **Maintenance is technically and organisationally very demanding**
- ➔ **Even under pandemic conditions, it is essential to fulfil customer contracts and supply agreements without interruption in order to guarantee customers planning security**

### Solution

With TeamViewer and TeamViewer Pilot, BrauKon offers its customers 24-hour support to help them with problems remotely without the need for a technician to travel. With the installation of a virtual control station, complete breweries can also be commissioned remotely.

### Results

With the digitalization of its support processes, BrauKon secures the production cycles for its customers. At the same time, the support processes are becoming significantly more efficient.

- ➔ **Improved first-time fix rates: Around 85% of support requests are solved remotely in 2nd level first contact**
- ➔ **Reduced travel costs by up to 50% thanks to remote access to facilities worldwide**
- ➔ **Downtimes at the production sites of customers are reduced, the overall plant efficiency is increased**
- ➔ **Customers benefit from 100% planning reliability because BrauKon can start up its systems remotely at any time**

## 100% planning reliability for customers

Brewing a good beer is a fine art that is steadily gaining friends around the world. The growth in the number of breweries is continuing despite the rather declining consumption of beer. In this context, the craft beer segment is a driver for numerous new start-ups. BrauKon produces individual systems and complete brewery lines for customers in over 60 countries. Traditional craft brewing has long since developed into a complex interplay of fermentation and cooling stages, dosing rates, and other coordinated process steps. The basis for this are systems that are easy to operate and give the brewmasters full control over the creation of their product at all times.

To support its customers along the complete product lifecycle, the brewing equipment expert does not let geographical distances, geopolitical uncertainties or other travel restrictions hinder its work. In early 2020, the BrauKon team faced an unexpected challenge: travel restrictions associated with the Corona pandemic prevented BrauKon experts from being on-site at plants. There was a risk that contracted projects could not be built and commissioned on time.

However, to ensure that the supply chain is not disrupted, scheduled startup and trouble-free production is critically necessary. And this was the case for BrauKon's customer Omega Yeast. The company, based in Chicago, USA, produces liquid yeast and supplies breweries around the world. In order to be able to increase production, the BrauKon customer ordered a VitaProp Pro, consisting of four independent, fully automatic yeast propagation systems including an automatic CIP/SIP system, from the system manufacturer. But due to travel restrictions, BrauKon engineers and technicians were unable to travel to Omega Yeast in the U.S., so installation and commissioning of the system was not possible. "For us as a company, service and support are top priorities. That's why we offer our customers support around the clock," explains Christian Kull, Head of Engineering and Technology at BrauKon. Thanks to technology and innovation, digitization finally provided the solution: fast, location-independent and efficient. The key was TeamViewer's Internet-based remote access technology.

## Cross-border support with a virtual control center

The system for Omega Yeast was delivered in March 2020 and was to be commissioned in May 2020. Realizing that this was not possible on site in the U.S., BrauKon unceremoniously set up a system for remote commissioning. To successfully implement such an undertaking, a high level of in-house expertise and quick decision-making are essential. A team of experts, consisting of brewmasters, technologists, mechanics and programmers, is available to the customer around the clock.

At the BrauKon headquarters in Seeon, a virtual control station with a multiscreen-capable web application was set up so that the programmers in the domestic office had the same picture in front of them as the technical staff at Omega Yeast in Chicago.



” Christian Kull, Head of Engineering and Technology at BrauKon

**By using TeamViewer, we were able to keep our service promise and not only guarantee the planned commissioning of the plant, but even exceed it in terms of time. The remote commissioning took only one week and thus even exceeded the scheduled scope of delivery.**

During startup, at least one programmer from the BrauKon team, consisting of a total of seven programmers with a focus on electrical engineering and brewing engineering, was available to the customer around the clock. First, the hardware with the programmed control system was delivered to the USA. Then, during activation, all steps were monitored on a second screen. Via TeamViewer, the control and the programming device from Omega Yeast could be accessed and the process coordinated in close consultation. Change requests concerning the biotechnological process could also be addressed directly to the BrauKon technology team in Seeon and implemented directly without an external automation company.

“By using TeamViewer, we kept our service promise and not only ensured the planned commissioning of the plant, but even exceeded it in terms of time. The remote commissioning took one week and thus fell short of the scheduled scope of delivery,” says Christian Kull.

BrauKon supports its customers not only during commissioning, but also during the later step “maintenance and servicing” of the product lifecycle, even before the Corona pandemic: Via a 24-hour hotline, the experts are also available outside office opening hours. Through remote maintenance access, problems in the plants are subsequently analyzed and solved.

## Minimize downtime, reduce support costs

For the inspection of plants, support during commissioning and in the event of technical problems, BrauKon also relies on the augmented reality solution TeamViewer Pilot. This enables BrauKon to offer its customers virtual support in real time via remote access by a service engineer and the help desk. Instead of an expert having to travel to the customer's site - often associated with high costs in the past - the expert can use augmented reality to guide the technician live through the repair process from a distance.

No additional hardware is required on the customers' side: the live image is provided by the smartphone camera with the free TeamViewer Pilot app. In addition, important TeamViewer Pilot sessions can be recorded on the expert's side for future training, or for faster onboarding and training of junior technicians, with a video file created that can be used immediately on any computer.

## Faster knowledge transfer

TeamViewer Pilot thus enables BrauKon to transfer knowledge more quickly. The connection via TeamViewer meets the highest security standards with end-to-end encryption (256-bit AES) and complete logging of the sessions.

Thanks to TeamViewer, the plant manufacturer is able to solve about 85% of support requests in 2nd level first contact - a great success for BrauKon. Plant downtime and production losses at the customer are minimized, and the productivity of the company's own employees is increased. In the process, remote maintenance log-on times with TeamViewer were already at 154 hours in 2018 and rose to new heights in the pandemic year 2020. BrauKon was able to reduce travel costs by up to 50% by using TeamViewer. For the customer, remote support means fast help, while the plant manufacturer saves travel costs and time.

## Take the next step

To learn more about the TeamViewer solution presented here please contact your TeamViewer representative. Visit us on the Internet:

<https://www.teamviewer.com/en/augmented-reality/>



## About BrauKon

BrauKon manufactures turnkey brewing systems individually tailored to the customer's requirements. As the only brewing equipment manufacturer, the Seon-based company brews and distributes over 30 different types of beer through its own brewery. More than 100 employees, including 30 master brewers, combine technical innovation, engineering skills, and the best customer service to revolutionize the art of brewing. [www.braukon.com](http://www.braukon.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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