



THE THERMO-OIL PEOPLE

## **Case study: The HEUFT Company Group deploys the innovative TOSIBOX® remote access solution in its worldwide customer service operation**

Since the beginning of 2015 the HEUFT Company Group is deploying the TOSIBOX® Plug & Go™ remote access solution for installing and servicing the company's baking ovens worldwide. The HEUFT Company Group with headquarters in Bell, Germany, is a manufacturer of high quality and automated baking ovens for small-size bakeries as well as for large-scale industrial baking facilities. Being a traditional, family-run company and at the same time a pioneer in the thermo-oil baking oven technology, the company produced the world's first thermo-oil baking oven in 1968. In the last 15 years HEUFT has developed into an international technology group with subsidiaries and commercial representatives in over 20 countries worldwide.

Thomas Kahl, Acting After Sales Manager at the HEUFT Company Group explains how the company's remote access solutions have changed over the last 7 years: „In 2008 we started to use VPN-connections. Every customer and its IT department decided on its own remote connection. Large efforts were applied by end customers and by the HEUFT Customer Service Department. We had to spend several hours and at times even days installing and configuring the remote connection to the baking ovens for each remote customer site. In 2010, we therefore decided to support only 5 different VPN remote access solutions. However, many of the solutions were not compatible with each other and IT issues on the Customer Support computers were frequent. We understood that we needed a unified and standardized remote access solution within our company. Our service technicians are electricians and mechanics engineers considering their professional background and education. It was important for us to find a solution that could be installed without or with limited IT know-how. Our Customer Support works 24 Hours and 7 days a week. Production related interruptions in a bakery facility usually occur at night when the pastries are being baked in the oven. At night, there is seldom an IT specialist available. That is why the remote access solution has to be very reliable and also easy when it comes to the on-site installation. We therefore started to test and compare different remote access solution in the market. The main selection criteria were the ease of installing the solution and its reliability during support operations involving remote access. We use predefined static IP addresses as well as clearly defined machinery and customer site naming conventions in order to facilitate the remote access in support cases. In the summer of 2014, one of our suppliers presented the TOSIBOX® remote access solution to us and handed us the TOSIBOX® Key, a small cryptoprocessor device that enables instant remote access to remotely located equipment. At that time we were testing and comparing various remote access systems with each other. After a testing phase end of 2014, we came to the conclusion that TOSIBOX® was the optimal solution for our support application and for our staff of service engineers. It was especially the easy installation and use of the TOSIBOX® solution that convinced us.”

Within a few months, the TOSIBOX® Plug & Go™ remote access solution has developed into a standard application tool for the worldwide HEUFT customer support operation. The TOSIBOX® Lock is being installed by default into the control cabinet of the baking oven system. The TOSIBOX® devices enable automatic VPN connections to the customer sites over the internet without reconfiguring the customer's firewall. The TOSIBOX® Master Key takes over the administration role so that the HEUFT customer support administrator can manage the access rights of sub keys and mobile clients with up to 3 clicks. A HEUFT specific configuration file was stored onto the master key to enable the automatic set-up of locks in a few minutes and thus avoiding human configuration errors. With a TOSIBOX® key connected to a computer with internet access, the HEUFT customer support engineer or a customer can access a baking oven system at the remote customer site instantaneously within a few seconds. Other benefits for HEUFT customers are that no additional installation efforts or costs arise on customer site, the easy and straight-forward installation of the remote connection and the high data security standards of the TOSIBOX® solution. Recently, TOSIBOX® Central Lock, a monitoring system, was installed at the HEUFT customer service headquarter in order to gather service log data and connection interruption alerts.

Thomas Kahl points out the increased importance of foreign markets: „Today, more than 60% of the total turnover is generated in export markets. North America, Australia and Japan are becoming new important markets for the HEUFT company group. We have received positive feedback from those market regions. Our new customers are happy to hear that we are offering a remote connection that is so easy to install. The only thing the customer needs to do is to connect the power cord and the Ethernet cable to the customer network or router. In the past, certain baking oven installations would drag out for months waiting for the customer's IT approvals. The TOSIBOX® solution solves this problem. TOSIBOX® has made an important contribution to enhance our Customer Support operation, especially considering the new foreign markets that we are entering, and to increase the service level to our worldwide customers.”

