

Munters rolls out IFS remote assistance



Keeping customers' equipment operating effectively is key to Munters achieving high customer satisfaction scores, and the driver behind embracing a new business model based around servitization where equipment uptime is guaranteed. As an existing customer of IFS's ERP solution, Roel Rentmeesters, Director of Global Customer Service at Munters got in touch to discuss Remote Assistance.

Munters' current business model relies heavily on completing on-site visits, often one to two visits even before initial installation of equipment. "Reducing our reliance on site visits will not only allow us to improve efficiency but being able to perform a remote resolution or diagnosis is a critical step in our journey to servitization" says Rentmeesters.

Munters evaluated remote assistance tools to find a reliable tool that would enable the company's technicians to collaborate remotely with third-line support and, ultimately, allow Munters to interface remotely with its customers to reduce the need for as many on-site visits.



About Munters

Munters is a global leader in energyefficient and sustainable air treatment solutions for demanding industrial applications and agriculture sectors. Its 3,100 employees manufacture, sell and maintain specialist equipment from its operations in 30 countries..



Coronavirus necessitates rapid time to value

While Munters' pragmatic approach to building a strong foundation from which to build its servitization success is absolutely the right one, plans were impacted as the Coronavirus pandemic began. Specifically, the crisis created a level of urgency in getting remote assistance in place to preserve Munters' operations. Rentmeesters and Munters' Business Area President for Airtech, Peter Gisel-Ekdahl, with Sebastien Leichtnam, President of Global Services, discussed the need to rapidly deploy remote assistance to aid in the company. This was done not only in order to provide remote support to field technicians, but as an option for supporting the new production line in the manufacturing facility in the Czech Republic that Munters could no longer send experts on site to assist with.

"Our President Peter is in Italy, and as Coronavirus began to spread, he saw the immediate need to leverage remote assistance to help support both our field and manufacturing operations," says Rentmeesters. "By the beginning of March, it became urgent for us to get this technology in place to continue to be able to serve our customers and support our manufacturing operations."

IFS Remote Assistance provides the ability for any of Munters' employees to be anywhere, instantly. Two users can collaborate and interact in real-time while telestrating, freezing images, using hand gestures, and even adding real objects into the merged reality environment—whether that's technician to third-line support, technician to customer, or expert to manufacturing facility. This provides opportunities for remote customer support and resolution, remote diagnosis to increase first-time fix, better utilization of valuable resources, as well as more rapid employee training and knowledge transfer.

Solution implemented and staff operational in just two weeks

Perhaps most impressive is the rapid time to value of remote assistance. "I first contacted IFS about Remote Assistance on March 6th, we had an agreement in place and were conducting the training of our first users by March 12th," says Rentmeesters. "The solution is very intuitive, so training required is minimal and there's actually some instruction built into the app, too. In less than two hours, each of our users was fully trained and equipped to begin using the technology."

With an initial deployment in just six days, Munters expanded the use of IFS Remote Assistance to more than 200 users globally within two weeks. This includes field technicians and third-line support, who are using the solution on their existing mobile devices, as well as use by experts guiding the opening of the new production line in the manufacturing facility in Czech Republic.



Benefits seen using IFS Remote Assistance:

- Fast deployment and rapid time to value
- 95% user satisfaction rating
- Increased efficiency

"We have a longstanding partnership with IFS so my hope was that we could move quickly to get the Remote Assistance technology operational in the shortest window of time possible"

Roel Rentmeesters, Director of Global Customer Service, Munters

“We’ve been very satisfied with the level of support, availability, and flexibility we’ve received from the team supporting our use of remote assistance,” says Rentmeesters. “The speed at which we’ve been able to get the solution operational is really impressive.”

Roel Rentmeesters, Director of Global Customer Service at Munters

Immense potential and immediate benefits

“We’ve begun with use cases that allow technicians to collaborate with one another and with third-line support expertise, and plan to expand use to interacting remotely with our customers,” explains Rentmeesters.

“We are also using the technology to allow our remote support team to guide the opening of the new production line in our manufacturing facility in Czech Republic. Thus far, the satisfaction rating of the solution is 95% or greater.”

There is immense potential to further leverage the solution. “When we consider how it will impact our own operations, we expect to improve efficiency greatly. This comes from the ability to perform maintenance inspections remotely, improve first-time fix rates as a result of remote diagnosis, reducing the amount of technicians we send on-site since third-line support can engage with technicians through Remote Assistance, providing remote support to our manufacturing facilities, and so on. These capabilities will help us reduce our overall travel immensely.”

Those are just the internal operational gains, however. One of the greatest potentials of the technology is how it will equip Munters to bring its vision for servitization to life.

“This will undoubtedly be a tool that will help us reimagine how we engage and interact with our customers,” says Rentmeesters. “I believe it is an important piece of the puzzle in our quest to differentiate our service offerings and create new revenue streams.”

Hear the podcast

Learn more about how Munters has deployed IFS Remote Assistance. Listen to the **podcast with Roel Rentmeesters**.



Find out more

Further information, e-mail info@ifs.com, contact your local IFS office or visit our web site, ifs.com

