

CI “TAKES CONTROL,” DELIVERS INSTANT SERVICE AND SUPPORT WITH TEAM VIEWER

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PC-based controls allow remote-access troubleshooting of laser cutting systems, press brakes and powdered metal presses. Providing service and support to 13,000 U.S.-based customers could be daunting for Cincinnati Incorporated, but the company is using technology to provide maintenance services via an internet-based solution that connects technicians directly to customers' networked controls. Team Viewer is a remote-access application that allows Cincinnati technicians to view a machine's PC-based control as though they are right in front of it. "This tool allows us to access the machine's control and see what the user sees," said Kirk Strohman, service manager for Cincinnati Incorporated. "We can take control to investigate, troubleshoot and often remedy the customer's issue without a service technician visit. It dramatically shortens downtime for our customers, saves us time and eliminates travel expenses."

Team Viewer supports Windows, Mac OS, Linux, Android and iOS operating systems. Security is ensured via full encryption based on 1024bit RSA private/public key exchange and 256 Bit AES session encoding. The key exchange ensures the data channel is completely encoded from client to client, and that routers or servers are unable to read or analyze the data stream. "Cincinnati has more than 31,000 machines in operation throughout the world," added Strohman. "We're looking to ramp up our service and support team by hiring more field service and internal support staff, but we're also leveraging new technology to better service our customers."

All Cincinnati laser cutting systems, press brakes and powdered metal presses come standard with Windows touch-screen controls that can be networked. These controls are also an option on the company's shears. "We strongly encourage customers to network their machine during the installation process, so we can use the Team Viewer tool if necessary," said Strohman. "Customers with older press brakes can also upgrade to the newer control and take advantage of this support tool as well."

