EquipmentCloud®

INTUITIVE, TIME-SAVING, AGILE:

Cloud-based customer portal for project communication

The company RAMPF Production Systems is a leading international supplier of customized dispensing systems and supplies industrial customers worldwide with its innovative systems. Effective, location- independent customer communication and long-term customer satisfaction are of great importance here. To further guarantee this, the existing solution for customer communication was supposed to be replaced by a modern customer portal.

Data security, efficient project communication and the potential for agile development to allow innovations for global customer service were central aspects in the selection of the appropriate solution.

With the cloud-based customer portal „Project Cockpit", Kontron AIS has developed an intuitive, tailor-made customer solution and created a significant competitive advantage for RAMPF.

CHALLENGE

► A multitude of customer-specific adaptations (branding)

► Structuring and establishing project hierarchies

► Seamless migration of the existing portal solution

SOLUTION

► Customer portal for communication & documentation of projects

► Automated document integration via an integrated interface (API)

RESULT

► 99% of project communication takes place via the cloud solution

► Cross-functional time saving & increased efficiency

► Improved customer service

POSSIBILITIES START HERE

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S&T Group

RAMPF®
discover the future

RAMPF Production Systems GmbH & Co. KG
Location: Zimmern ob Rottweil
Project:
Implementation of customer portal for project management of compact and high-precision dispensing systems
Platform:
EquipmentCloud®, Oracle Cloud Infrastructure (OCI)
Kontron AIS services:
Introductory Workshop, Service & Support, Agile Product Development

RAMPF Production Systems, located in Zimmern o. R., is a leading international supplier of innovative systems for the processing of one-, two- and multi-component reactive plastic systems. In addition to the core competence of mixing and dispensing technology, project-specific automation concepts with integrated parts transport and thermal treatment, assembling and joining technologies as well as logistical and quality assurance solutions are offered. Both the integration of surface activation processes and testing and measurement technology to secure the production processes are part of the customer-specific solutions. Prototypes and small series are produced for customers in the application technology center. With this wide range of competencies RAMPF Production Systems is able to offer its customers comprehensive solutions for their production processes.

Please find more information at:
www.rampf-group.com

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With the EquipmentCloud®, not only do we provide better customer service worldwide, but we have already been able to eliminate over half of the Excel lists, thus reducing the internal time required for it considerably.

Stefan Huber,
Director Project Management,
RAMPF Production Systems GmbH & Co. KG
"

INCREASING CUSTOMER SATISFACTION WHILE STREAMLINING INTERNAL PROCESSES
The challenging aspects of the project were twofold. On the one hand, the focus was on the customer and his needs. How can communication be better organized in the client's direction? How can he contact RAMPF at any time and from anywhere? How can customer service be expanded to guarantee high customer satisfaction in the long term?

On the other hand, the new solution was supposed to optimize internal processes significantly: channel relevant and up-to-date project and equipment information to the customer, obtain customer feedback, and streamline internal workflows. The following functional areas were involved - from documentation and internal administration to project management and customerservice – and were given access to processes, documentation, and master data in a central place.

To solve these problems, RAMPF opted for the EquipmentCloud® digital service solution from Kontron AIS. The cloud-based customer platform was intended to sustainable improve customer communication and serve as an interface for project management. The interactive applications of the platform, which were tailored to mechanical engineering and allowed an immediate start, were a crucial part of reaching that goal.

COMPLETE CUSTOMIZATION AND INTEGRATION OF ALL PROJECT DOCUMENTATION

When setting up „Project Cockpit", it was very important to RAMPF to create a high level of recognition with the customer. Kontron AIS developed a variety of new branding functionalities for the Equipment Cloud®, including individualization through titles, images and logos, color tones, fonts, a self-registration and management function of new users, privacy policies, e-mail templates, as well as feedback and domain redirection. Clients could register themselves independently at the new customer portal and RAMPF employees allocated the users to the respective projects and hierarchies.

The handling of the customer portal had to be intuitive for both colleagues and customers and should be designed according to familiar working methods. This posed a challenge, as the role concept and the visibilities are based on the hierarchy structure and represent the central navigation of the solution. For this purpose, the rights management was expanded step-by-step and all project participants were involved from the beginning in order to understand who needs access to which information at what time and to which extent.

Since RAMPF wanted to transfer both new projects and existing projects to the customer portal and already had extensive documentation in the form of Excel forms and documents in countless formats with exact assignment to the customer on drives and the existing portal solution, migration and data integration represented further important milestones.
This was realized by means of available interfaces (Restful APIs) for automated and rolling data integration and the extension of the documentation app (eDocs) to support HTML files. In addition, important performance improvements were implemented through system updates of the underlying Oracle Cloud Infrastructure (OCI).
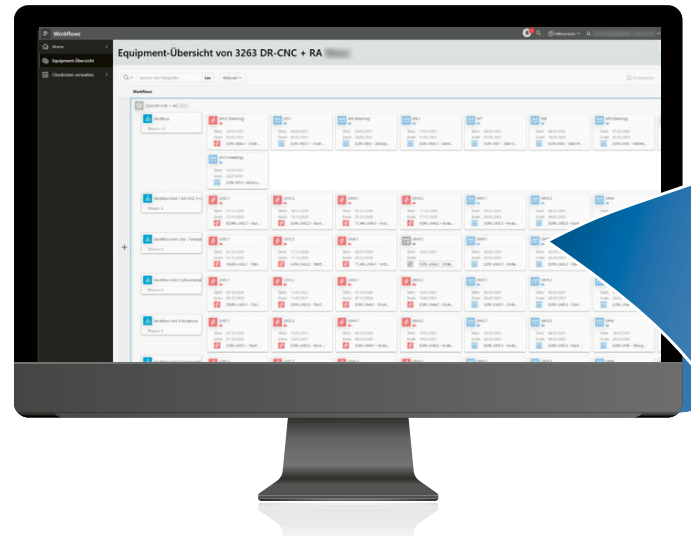
// Illustration: Workflows view - Equipment overview
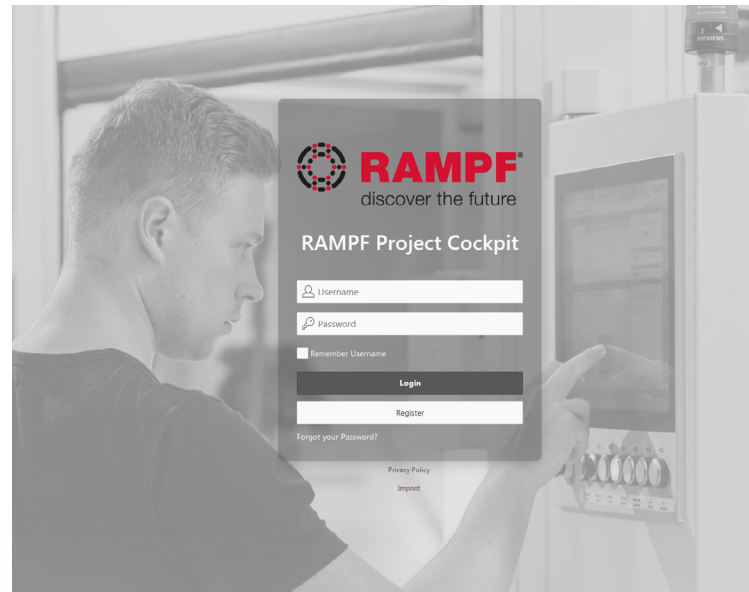
EquipmentCloud® – THE ALL-ROUNDER FOR CUSTOMER & PROJECT COMMUNICATION

Through document management (eDocs), master data management (EquipmentHub) including journal and the OpenIssues app for the orchestration of open tasks, a great number of existing Excel forms have already been replaced and bundled in one place - the customer portal. This has improved communication with end customers substantially. The availability of information and important documentation was now possible at any time and worldwide.

Thanks to the Workflows App, which can be used for process optimization and milestone planning of projects with integrated digital checklists, all internal and external participants always stay up to date, tasks can be assigned and processed step by step.

A dashboard with dynamic widgets additionally improves the usability of the customer portal. Changes to documents, open tasks or direct links to master data and upcoming deadlines of the more than 1000 integrated instances are visible immediately.

Automatic notifications via e-mail by subscribing or assigning responsible persons, enable project managers (commissioning engineers or technicians) to always stay up to date and take action if needed.

Stefan Huber, Head of Project Management, and initiator of the „Project Cockpit" at RAMPF, considers the Equipment Cloud® to be an all-round tool and has set himself the medium-term goal of handling 99% of project communication via the cloud solution. The high level of acceptance among colleagues due to the step-by-step rollout and testing of new applications was given from the very beginning. The entire team benefits from cross-functional time saving and increased efficiency thanks to the customer portal.

Additionally, the web-based customer portal provides end customers a central point of contact that can be accessed flexibly and barrier-free via various mobile devices. With Kontron AIS as a system partner and EquipmentCloud® as a platform, the basis for digital customer service has thus been created.
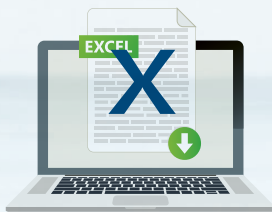
50 %
of the excel-lists
could be replaced

2/3 of the customers
already use the
"Project Cockpit" actively

More than
1000 instances
are already available in the "Project Cockpit"

More than 100 systems
delivered per year worldwide

75 Feature Request
were implemented in
1.5 years (Rate 56 %)

About Kontron – Member of the S&T Group

Kontron is a global leader in IoT/Embedded Computing Technology (ECT). As part of the S&T technology group, Kontron offers individual solutions in the areas of Internet of Things (IoT) and Industry 4.0 through a combined portfolio of hardware, software and services. With its standard and customized products based on highly reliable state-of-the-art technologies, Kontron provides secure and innovative applications for a wide variety of industries. As a result, customers benefit from accelerated time-to-market, lower total cost of ownership, extended product lifecycles and the best fully integrated applications.

For more information, please visit: **www.kontron.com**

About Kontron AIS GmbH – Member of the S&T Group

We set the benchmark in industrial software. For more than 30 years and with a growing team of 190 employees, we have been providing solutions for machine and plant manufacturers as well as factory operators to break new ground in automation and thereby substantially reduce costs. Together with our customers, we develop concepts for smart manufacturing and Industry 4.0, helping to implement intelligent digitization strategies successfully.

For more information, please visit: **www.kontron-ais.com**

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