

KRONES

Logistics with the world's easiest IoT



- Manufacturer of components, plants and factories for beverages and liquid food products
- 15,299 employees worldwide
- Re-conditioning and exchanges of parts as a service

THE PRODUCT IoT Service Button

The Bavarian manufacturer of filling and packaging systems for the beverage and food industry never lets their customers wait for repaired plant components no second longer than necessary. Because after the successful proof of concept of the IoT Service Button, Krones permanently integrated the T-Systems solution into their processes. The pick-up process starts at the touch of a button.

THE CHALLENGE

- Maintenance and repairs of components for beverage systems take place in a separate process
- Uncertainty of exact completion date leads to unnecessary maintenance and holding times
- Previously, each shipment process was started with a call
- The delayed pick-up costs time and slows down customer service

THE SOLUTION AND USPS

- 28 pick-up locations equipped with the IoT Service Button
- When the customer's part is ready to be dispatched, a message is sent to the Telekom IoT platform with a simple touch of the button
- The platform automatically notifies the logistics department via SMS or e-mail that the machine component is ready to be picked up
- Krone transmits up to 100 notifications using the IoT Service Button in logistics

THE CUSTOMER BENEFITS



Simple implementation

Plug & Play; WLAN / own infrastructure not necessary; wireless transmission



Intuitive handling

Simple assignment of location, rules and messages per button in the admin portal



Reduced process costs

First time automation of the pick-up process and simple self-service



More transparency

Delivery documentation for auditing can be called up from the system



Huge time savings

Acceleration of logistics in the delivery chain



Informative feedback channel

A response to the pick-up request can also be sent via the button