

**PAZE**  
**INDUSTRIES**

**künz**  
CASE STUDY : KÜNZ





## We have set up a proactive service center

The Austrian company Kúnz, based in the Vorarlberg region, occupies a market-leading position as a crane manufacturer, yet it constantly strives for innovation and optimization options for its products. At the beginning of 2017, they started using Paze within the company and played a key role in the rise of Paze becoming the digitalization standard in mechanical engineering.

**Equipment manufacturer: Kúnz GmbH, David Moosbrugger, General Manager/CTO.**

## Initial situation:

Our service department was one of the main reasons why we initiated the digitization process and started with Paze. We have a worldwide machine park and had basically no information about the daily use of our machines at the customer's premises. Usually our service department was called by the customer when there was a problem. It seemed as though problems were accumulating on weekends or holidays, which made the situation worse because it made our response times longer.

When a customer called, he was often very frustrated, especially when the situation eventually led to a machine downtime. This pressure was passed to our service teams. Because of the stress on both sides, the communication as well as the problem solving efficiency suffered.

The tasks, that the service staff had to perform, were demoralizing and difficult, so it was not easy for us to find employees. We have lost valuable staff members as well as their know-how because of the changes in our personnel. We were busy all the time extinguishing fires – and we wanted to change that. We wanted to be one step ahead, not behind.

## Resolution

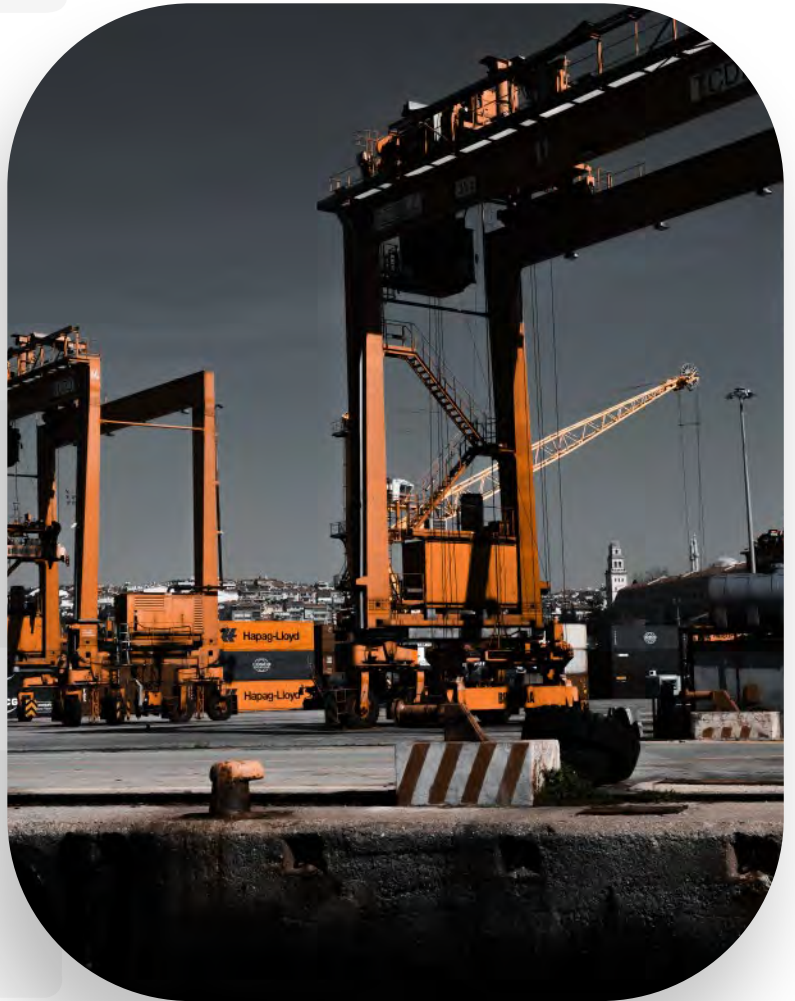
That's why we started working with Paze. We were looking for an Industrial IoT-Toolkit that offers specific solutions for equipment manufacturers.

We started with connecting our machines, as many machines as possible, by using the Edge Client. Once the machines were connected, we collected a lot of valuable data and stored them in the cloud. That was the basis for our control room, a place from which the service technicians could see the analyzes, widgets and dashboards provided by the system.

We started with a simple alarm report as well as an alarm dashboard. Thanks to the flexibility of the system and the toolkit, we were able to use the generated insights within only a few months for innovation projects.

Our reportings soon became much more comprehensive, until we eventually had set up a complete list of the 20 most common alarms across our machinery.

Thus, we were able to constantly shorten our reaction times. In addition, we have worked our way through the list of the 20 most common alarms in order to determine the underlying causes and remedy them within the framework of our worldwide service contracts.



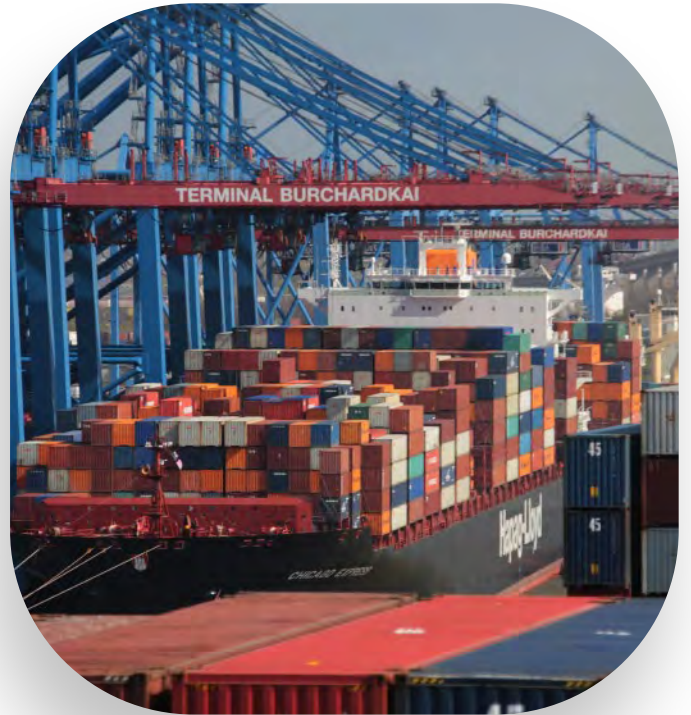
## Results

Today we monitor our machines 24/7 and we have a service center with experienced service technicians who monitor the alarms and process data of the machines. As soon as anomalies arise, they can act immediately.

That means we are working on resolving small issues before they become huge problems. This has significantly reduced the downtime of our machines because we now call the customer to arrange small changes or adjustments to the machine before problems arise.

In the past, when changes in the service staff occurred, we lost both the employee and all the experience about the functionality and troubleshooting of the machine. With Paze, we retain all of our knowledge on our in-house platform (KIS - Künz Information System).

We still need, of course, the service experts on-site and in our company, and this will never change. With Paze, however, we can train them better and enable them to do their job faster and better. We are now in a better position to maintain our machines. At the same time, we have taken pressure off of both our development and our service departments. We are able to train our employees better on our machines and for their maintenance. In many cases, our excellent service contracts are one of the most powerful sales arguments for our machines.



## The Results

### **25% more service contracts**

Kuenz was able to significantly increase its number of service contracts with additional offers such as a 24/7 monitoring service. The Paze's IIoT platform is now used in over 80 percent of new customer projects.

### **18% higher service productivity**

Remote monitoring of customer plants, easy access to all relevant machine data and comprehensive analysis options make life easier for service teams. Their productivity has increased by around 18 percent as a result.

### **Commissioning is up to 70% faster**

Complete data transparency also pays off during commissioning. With Paze's data apps, the correct set-up of cranes can be monitored from any location. This means that new installations can be used safely and productively in a very short time after installation.

### **34% less unplanned downtime**

Kuenz service teams detect potential faults at an early stage and can often rectify the causes before a failure actually occurs. Since the introduction of the Paze platform, almost a third less unplanned downtime has been recorded, which has a direct impact on customer satisfaction at Kuenz.

### **25% lower warranty costs**

When cranes fail, the collected machine data provides clarity: Is it a warranty case? Or is it a case of incorrect operation, for example because the crane was operated outside the permissible wind speeds? Unjustified complaints can be refuted, thanks to the Paze solution.

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