

➤ **Cloud-based customer portal for project communication**

Success Story

Cloud-based customer portal for project communication at RAMPF production systems

Intuitive, time-saving, agile – for long-term cooperation with international industrial customers, effective location-independent customer communication is a basic requirement. As part of the project with RAMPF Production Systems, a modern customer portal was introduced with the aim of enabling innovations for global customer service. "Project Cockpit" offers a cloud-based, intuitive solution that gives RAMPF Production Systems a significant competitive advantage.



The project

- Introduction of a modern customer portal for the project management in the field of mixing and dispensing technology

The platform(s)

- EquipmentCloud®
- Oracle Cloud Infrastructure (OCI)

The service

- Workshop for introduction
- Service and support
- Agile product development

The challenge

- Numerous customer-specific modifications
- Structuring and establishing the project hierarchies
- Seamless migration of the existing solution

The solution

- Creating a customer portal for the communication and documentation of projects
- Automating document integration using an integrated interface (API)

The result

- Handling 99 percent of project communication using the cloud solution
- Cross-functional time savings and increased efficiency
- Optimizing customer service

” With EquipmentCloud® we not only offer better customer service worldwide, but have already been able to eliminate over half of the Excel lists and thus reduce internal time. ”



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

Technical details of the project

Working together with RAMPF Production Systems was aimed at increasing customer satisfaction and optimizing internal processes. This included optimizing streams of relevant and up-to-date information about the project, collecting customer feedback, and making workflows more efficient. The departments involved - from documentation and internal administration to customer service - were also given access to processes, documentation and master data in one central location.

The interactive applications of "Project Cockpit" enabled quick and easy integration into project management at RAMPF Production Systems. A variety of branding functionalities, such as customization with logos, color tones and fonts, email templates and domain forwarding, ensured a high level of customer recognition.

Using available interfaces (Restful APIs) for automated and rolling data integration and by expanding the documentation app (eDocs) to include HTML file support, not only new but also existing projects could be transferred to the customer portal. System updates to the underlying Oracle Cloud (OCI) also guaranteed important improvements in the performance of the cloud solution.

Customer Benefits

The introduction of the cloud-based customer portal "Project Cockpit" ensured that RAMPF Production Systems were able to optimize customer communication in various ways: Document (eDocs) and master data management (EquipmentHub), as well as the OpenIssues app for orchestrating outstanding tasks, meant that the old Excel forms could be replaced and all the documents made available in one central location - the customer portal. Using the Workflows app for process optimization and milestone planning keeps all internal and external stakeholders up to date. They can also assign tasks to each other and work through each task step by step using the integrated checklists.

A dashboard with dynamic widgets also improves userfriendliness and makes changes to documents, outstanding tasks and upcoming appointments from the more than 1000 integrated instances visible at a glance. Automatic email notifications provide project managers with transparent insights into work progress at all times. As a result, the entire team benefits from the cross-functional time savings and the increased efficiency created by a digital customer service platform.

Customer key figures

- ▶ Availability worldwide of over 100 machine types and 1,000 instances in the "Project Cockpit"
- ▶ 75 feature requests implemented in 1.5 years (rate of 56 percent)
- ▶ Digitalization of 50 percent of Excel lists
- ▶ Successfully used by 2/3 of international customers

About RAMPF Production Systems GmbH & Co. KG

As the world's leading provider, RAMPF Production Systems develops innovative machines for processing reactive plastic systems. The core competence of the company, based in Zimmern ob Rottweil in Germany, is mixing and dispensing technology. RAMPF Production Systems also offers project-specific automation concepts with heat treatment, assembly and joining technology, as well as solutions for logistics and quality assurance.

With the aim of mapping its customers' entire production process, RAMPF Production Systems not only implements customer-specific solutions for surface activation and validation, but also produces prototypes and small series.

For more information, please visit:
www.rampf-group.com

About susietec®

We see digital transformation as a holistic approach. With the susietec® Toolset, we support companies in recognizing the potential of IoT and digitization: The combination of software, hardware and know-how enables functional and smart solutions for equipment suppliers, providers and manufacturers. That is how we succeed in implementing purposedriven changes effectively - with the aim of driving forward digitization in the long term. susietec® solutions can be used in an existing environment and also provide a basis for the new development of machines, components and production plants.

As part of the Kontron Group, we help you take the decisive steps towards digital transformation using our experience from numerous digitalization projects.

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