



Miele

Miele

Use of AirLink Management Services helps Miele to reduce service dispatches and improve service for Self-Service Laundries

The cloudbased administration and firmware update system has enabled Miele to reduce the number of times, where service technicians must drive out to service the entire fleet of more than 1,300 installed Sierra Wireless gateways. The use of ALMS means even higher uptime, but also savings in time, cost and at the same time contributing to limit carbon emissions.

QUICKFACTS

Company

Miele
www.miele.com

Customer Profile

Miele is the worlds leading manufacturer of machinery for households and industrial machines for laundries. Miele was founded in 1899 and is represented by its own sales departments and importers in nearly 100 countries. Throughout the world, the family-run company, now fourth generation, employs a work force of around 20,100, headquartered in Gütersloh, Westphalen, Germany.

Objectives

Miele wanted one system, that could monitor the entire fleet, report eventual problems at the time it occurs and an easy way of handling firmware upgrades and configuration changes across a fleet of various models.

Results

With help and support from IoT-expert DeltaM2M, Miele now has a very well-functioning ecosystem with frequent on time shipments, delivered complete with all needed accessories and every unit fully configured and already connected into ALMS. It is really 'plug-and-play' for the installer, hereby reducing risk of error and limiting downtime.

Sierra Wireless Products and Services

- AirLink Management Service (ALMS) from Sierra Wireless



“ Sierra Wireless is an outstanding supplier. Their technology is exceptionally stable. It just works – simple as that! ”

Lars Krogh,
*Technical consultant,
Miele, Denmark*

BUSINESS CHALLENGE

Miele has over 1,300 AirLink routers that are being used throughout Denmark to monitor laundry facilities. These routers need to be maintained and monitored remotely as the cost of on-site service is prohibitive.

SOLUTION

AirLink Management Service (ALMS) from Sierra Wireless

BENEFITS

ALMS enables Miele to perform remote diagnostics and maintenance of their AirLink routers. They can automate processes including device health checks and firmware updates, saving Miele many technician hours as well as improving the quality and efficiency of their customers' experiences.

BACKGROUND

Miele is the world's leading manufacturer of machinery for households and industrial machines for laundries. Miele was founded in 1899 and is represented by its own sales departments and importers in nearly 100 countries. Throughout the world, the family-run company, now the fourth generation, employs a workforce of around 20,100, headquartered in Gütersloh/Westphalen, Germany.

SIERRA WIRELESS MOBILE NETWORKING SOLUTION

Many Danish housing associations offer laundry facilities for their residents and Miele operates many of these self-operated laundries. The laundries offer many different services to the users, such as the reservation of machines, payment, and electronic messages. These monitoring and communication services require a consistent internet connection. In the past, wireline connections were used. This required a lot of coordination and expensive technician visits. Today, these fixed connections have been replaced by mobile data connections and AirLink routers, with support and advice from DeltaM2M.

“ When we helped Miele transition to a smaller, more powerful gateway, we were able to add an extra level of flexibility, and made a successful design even better.

Torben Deleuran, *Managing Director, DeltaM2M, Denmark*



AIRLINK MANAGEMENT SERVICE (ALMS)

DeltaM2M is Miele's IoT specialist in Denmark. "For more than 10 years, Miele has used Sierra Wireless AirLink routers and it has worked flawlessly. The Sierra Wireless routers provide perfect connections, even when installed in cellars. There are many advantages to using ALMS – it makes it easy to install and monitor multiple devices. These devices ensure the secure and stable connectivity needed to provide reliable payment and reservation systems for users. We have been very satisfied with the underlying technology and the indispensable support from DeltaM2M." says Lars Krogh, Technical Consultant from Miele.

With remote monitoring, Miele can offer payment and invoicing of a fixed amount to landowners monthly. The cloud-based ALMS network solution supports over-the-air (OTA) monitoring and maintenance of the AirLink routers and makes it possible for Miele to maintain all routers centrally. Delta M2M used ALMS to deploy and support Miele's more than 1,300 AirLink routers. Without these OTA capabilities such a large deployment would have taken months. ALMS provided a great saving for Miele, as well as a much better 'up-time' on their machines and improved customer service.

ABOUT DELTAM2M

DeltaM2M is a specialist in IoT and M2M solutions. DeltaM2M is among Sierra Wireless's most experienced partners and was recently appointed a Sierra Wireless AirLink Premium Partner in the Nordic region. Over the years, DeltaM2M has been involved in a large number of implementations of IoT solutions for industrial use.

MORE ABOUT SIERRA WIRELESS AIRLINK MANAGEMENT SERVICE (ALMS)

ALMS is a secure cloud-based device management solution that supports over-the-air registration, configuration, troubleshooting, and software updates for AirLink routers. Signal strength, network technology, and location can be remotely monitored and managed to help maintain connectivity. Dashboards display up-to-date views of your devices and custom alerts can be set-up report critical events. This significantly increases efficiency and prevents disconnection.



About Sierra Wireless

Sierra Wireless (NASDAQ: SWIR) (TSX: SW) is the leading IoT solutions provider that combines devices, network and software to unlock value in the connected economy. Companies globally are adopting IoT to improve operational efficiency, create better customer experiences, improve their business models and create new revenue streams. Whether it's a solution to help a business securely connect edge devices to the cloud, or a software/API solution to help manage processes associated with billions of connected assets, or a platform to extract real-time data to make the best business decisions, Sierra Wireless will work with you to create the right industry-specific solution for your next IoT endeavor.

For more information, visit www.sierrawireless.com.

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