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Kieselstein to simplify data exchange with customer

Chemnitz/Germany (Kieselstein) – E-mail was yesterday. In the course of the implementation of its digitalisation strategy machine manufacturer Kieselstein from Chemnitz/Germany expands the use of digital solutions for the communication to its customers. Since 1st August 2018 a customer portal in the form of an individual data cloud enables sharing information with the customers during ongoing projects and afterwards. Both project partners can upload or download files through an encrypted connection. The advantages of this solution are obvious: So far, in order to keep everyone concerned in the loop, e-mails were sent often with large attachment files, cc to any person who is, in one way or another, involved in the project. Using the customer portal each project team member at both sides can retrieve exactly the information and documents which he needed in order to catch up on the latest status of the project.

Large data amounts occasionally forced the project partners to use internet services where it is not transparent who the data transmission works and where the servers of these providers are located. Kieselstein cooperates with a German partner providing the customer portal who ensures the safety of the transmission by using SSL coding. Even after the finalisation of the project and the handover of the wire drawing or wire shaving plant to the customer, the customer portal remains at its disposal. At any time, he can download technical specifications, maintenance and repair instructions as well as part lists for spare part orders. The customer portals opens a direct and short communication channel between Kieselstein and its customers that makes the exchange of information simpler and more efficient.

www.kieselstein.com

PRODUCTS

FOR MANUFACTURERS

Wire shaving technology innovations

German machine manufacturer Kieselstein presents his wire drawing equipment. The company is especially known for the know-how in wire shaving technology and has successfully realised various projects for several customers in North America. Kieselstein offers machines for a wide range of wire materials and diameters. Based on the intense R+D activities in its own technology centre, the enterprise develops efficient and modern machine solutions which are realised and assembled in its facilities in Chemnitz/Germany. From shaving of steel, aluminium or titanium wire, hot drawing of difficultly transformable materials, drawing of round and profiled wire, wet drawing to the thermal treatment as a process integrated in the wire production and the coating of wire: Kieselstein offers different technological ideas which can be implemented in individual specific solutions for each customer.

Kieselstein offers a comprehensive range of services. The company developed its app "k.connect" which is supplied with new plants supporting the plant operator during the production as well as in maintenance, servicing and spare parts purchasing. The corporation already uses this digital solution in its own assembly process. Recently, they have launched a four-step retrofit program: Starting from taking stock of the current condition of the plant, through a recommendation of retrofit measures and carrying out these measures by Kieselstein technicians to the declaration of conformity of the modernised equipment. The cost and efforts involved are transparent to the customer at all time.

Kieselstein International GmbH Interwire 2019, booth 1540

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A recently realised installation for trolley wire. © Kieselstein