

Case Study

Cegelec Anlagen- und Automatisierungstechnik GmbH & Co. KG/ GBS Geld Bearbeitungssysteme GesmbH

Internationale Fachmesse
für industrielle Instandhaltung

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Multivendor-capable Online-Monitoring for Coin Counting and Sorting Processes

Categories

1. Maintenance management
2. Measuring and monitoring technology
3. Condition Monitoring Systems (Online)

Market Sector

Banking and Financial Services

Brief Description

- Error messages from self-service deposit coin counting machines are routed via ISDN-, DSL- or UMTS-Router to Cegelec Mechatronic Services' special Web Service Management, which takes care of all following actions.
- Automatic activation of error messages in SAP.
- Monitoring and controlling of problem reports by Cegelec Mechatronic Services.
- Information of client on processing status of error messages via internet.

Task

Permanent monitoring of self-service deposit coin counting machines by Cegelec's Web Service Management to enhance availability and reliability of self-service deposit coin counting machines. This includes providing online information for error management. The client is to be placed in a position to call on the status of all machines and of running service processes through the internet.

Preparation

Before all error messages were detected by the bank's staff or by employees from the value transport company or in the worst case by the bank's customers. Follows Ensued a long information process chain until the error message – not always undistorted – reached the service technician. The new online condition monitoring system is intended to stop media fractures and thus enable shorter lead times and higher transparency.

Implementation

*GBS Geld Bearbeitungssysteme GesmbH searched for an internationally operating partner to boost response time after shutdowns of deposit coin counting machines through an online condition monitoring system. Therefore GBS commissioned **Cegelec Anlagen- und Automatisierungstechnik GmbH & Co. KG:***

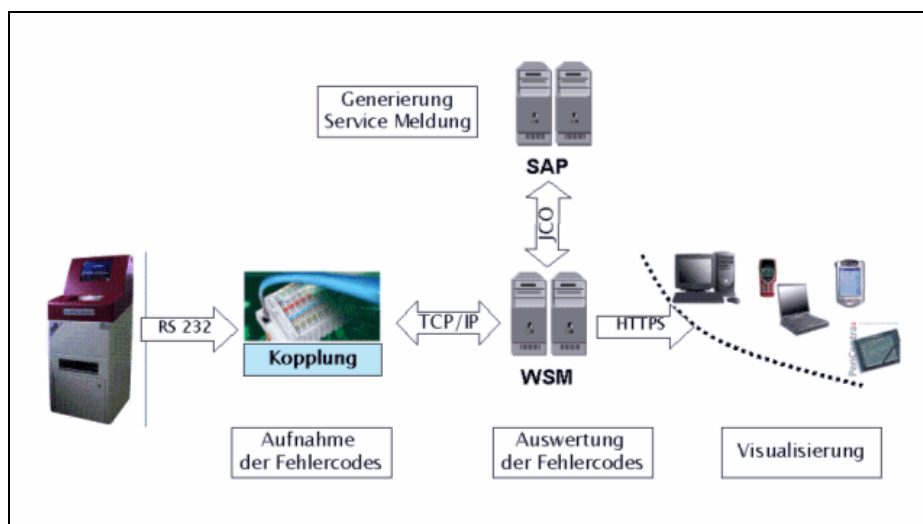
Cegelec's Mechatronic Services Division has entered successful cooperations with European banks and manufacturers of bank note processing machines for installation and commissioning since more than 20 years. This includes servicing the systems through preventive maintenance and by providing short lead times after receiving error messages. Cegelec's cooperation partner, Leipzig-based Cash Management Systems GmbH (CMS) was included in the GBS project as specialist for network technologies, being responsible for software relations between machine, data processing centre and Cegelec's Web Service Management (WSM). Software and online connectivity provided for by CMS links GBS machines to another in different countries and thus created the basis for the international application of WSM as important module within the service package offered by GBS to its clients: „Together with Cegelec we are as formidable in the international markets as we were before just in Austria, because we're able to guaranty short lead times“, explains Franz Lechner, Managing Director at GBS. The core competency of Cegelec in this field, namely the WSM Web Service Management, is a web-based platform created

by Cegelec for presenting and processing information relevant to maintenance services within different software environments. The application of WSM includes the following features:

- Recording of condition data
- Generation of maintenance messages
- Status information on maintenance processes
- Display of plant information
- Reports and evaluations

WSM is adapted to the specific customer demands within the frame of service projects. This has to be understood as an ongoing process, depending on the customer's system. Through a dynamic and modular set-up of the software the integration of new functions is possible any time.

The benefit for GBS lies in the fact that Cegelec's system enables GBS to configure customer relations without encountering media fractures. After installation of Cegelec's system error messages generated by the deposit coin counting machine is automatically routed by a secure internet line to Cegelec's WSM service portal. Error messages generate a message in SAP and the following processes are initiated. Should on site work become necessary, spare parts delivery and call for a technician are measures initiated immediately and furthermore coordinated by the system. At the same time the customer is able to follow the work process status (e.g. "technician is informed", "technician on site in action") through an internet link. Thus all participants within the maintenance process are involved and receive information needed at the right time at the right place:



Information processing through WSM

The following parameters are accomplished for GBS and GBS' customers:

- Securing information transfer without media ruptures in the process chain.
- Integration in existing SAP business applications.
- Connection through a web interface.
- Encrypted transfer with user-specific authentication.

Customer's Benefit

- Higher transparency for optimized maintenance controlling.
- Enhancement of services and product quality through better processing.
- Universal access to information.
- Real-time access to information in detail on equipment condition.
- Shorter downtimes through shorter lead times.

Ordering Party

GBS Geldbearbeitungssysteme GesmbH, founded in 1985, is a leading European manufacturer of money processing systems, including coin counting and sorting machines. GBS is the Austrian market leader. GBS offers a broad range of electronic safes, cash settlement systems, and equipment for counting and scrutinizing bank notes. GBS does its own research and development.

Internet: <http://www.gbs-moneysys.com>

Contractor

Cegelec Anlagen- und Automatisierungstechnik GmbH & Co. KG is the German subsidiary of Cegelec. Cegelec is an integrated international group providing technological services to companies, public and local authorities. Cegelec is an independent company set up in July 2001 after acquisition of Alstom's Contracting division through an Leverage Management Buy-Out (LMBO). Since March 2006 private equity fund LBO France is the majority shareholder (90%) along with the management and staff (10%). The Group generates its revenues in the industry sector, in infrastructures, in the building sector and in maintenance. Cegelec is active on the complete service cycle to the client, from design to installation and maintenance, working with its own specialised teams. Cegelec posted sales of € 2,8 billion and employs 26,000 people. It is present in over 30 countries in France, Europe and other parts of the world, through a network of 200 agencies and over 1,200 offices. Cegelec's activities are centred around five core businesses:

- Energy and electricity
- Automation, instrumentation and control
- Information and communication technologies
- Infrastructural and mechanical engineering
- Maintenance and services

Examples for Cegelec activities in Germany are Frankfurt Airport, Elbe tunnel in Hamburg, the new soccer stadiums in Frankfurt, Cologne and Leipzig, the conveyor system of an assembly line for DaimlerChrysler's plant in Bremen, strip mining facilities of RWE Power AG, the province of Niedersachsen's first biomass power station in Papenburg or the installation of networks for E-Plus and other cellular phone network providers. Cegelec's German subsidiary is headquartered in Frankfurt. It employs a staff of 2.100 and generated sales of € 523 million in 2004.

Internet: <http://www.cegelec.de>

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Maintain 2006

The 2nd International Trade Fair for Industrial Maintenance will be staged from October 17th to 19th, 2006 at the M,O,C, trade fair centre in Munich. As MAINTAIN is the only specialized international trade fair for industrial maintenance in the world, it gives visitors a look at the latest trends in all sectors and furnishes them with information about state-of-the-art solutions that can be used to repair, maintain, inspect and improve their production facilities. For decision-makers and experts, that makes it the most important business gathering that deals with all aspects of industrial maintenance. Special fora on maintenance as a core factor for production and up-to-date information on MAINTAIN's web pages add to the event itself.

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