



Steiel Elettronica



Leading company in the production and trade of systems for the analysis and regulation of the main chemical-physicist parameters of water and other liquids (such as pH, redox, conductivity, chlorine, dissolve oxygen, turbidity, temperature, pressure, level, flow, etc.)
Steiel Elettronica is a company of the Culligan Group, with offices in over 100 Countries, 12 branches and 120 distribution subsidiaries.

The company

Steiel Elettronica supplies instruments and systems for water treatment, specific sensors for any type of analysis and a complete range of accessories.

Steiel products are integrated within water purifying and softening equipments, swimming pools and industrial plants.

The brand Steiel is asserted and appreciated not only for the quality of its products but also for the trust-worthy service, adding product value. In fact, Steiel offers careful and timely post-sale technical assistance and organizes training courses (theoretical-practical) for technical personnel, installation staff and service agents, focused on the correct use and maintenance of products.

The challenge

Steiel looked for innovative solutions to increase product value and differentiation on the market. The management thought to act in the technical assistance area, but there wasn't a clear idea on the field.

The solution

Movactive Water, enables the Steiel control-units to automatically send information and alert calls in real and deferred times (unexpected ph, redox, temperature, chlorine values and more).

IN BRIEF

Situation

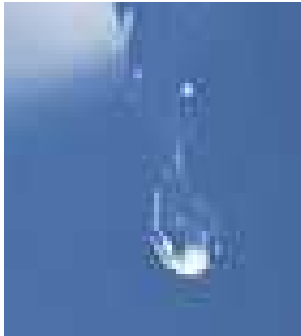
Steiel Elettronica requests a solution to increase products value.

Movactive Solution

Movactive Water, the solution for the remote management of water treatment equipments.

Results

- Equipment remote management
- Reduction of total service costs
- Assistance and service increased efficiency.
- Service call avoidance
- Resolute interventions
- Information by mobile
- Product differentiation
- More satisfied customers
- ASP and Renting



This information and alarms regard both the Steiel control unit and the equipment of Steiel customers (i.e. swimming pool, industrial plant). Data can be accessed via protected, dedicated Web pages. Data can be addressed to different users according to differentiated information and access profiles.

The data collection service, processing, management and storage rely upon Movactive for unlimited time. The company also provides assistance and maintenance service for servers.

Remote assistance and proactive maintenance

Today, Steiel and its customers can assist and control their products supported by the definite determination of the failure eventually occurred, the identification of the required spare parts and instruments to guarantee resolute actions.

Skilled technicians intervene only in case of clear necessity, with no impact on routine activities. Very often, technicians can operate by remote: for instance to reset the system or to load new software releases.

Return on investment

Movactive Water enacts a drastic service costs reduction. Up to 60% of alarm calls resulted in remote assistance.

Mobile Information too.

Any alarm call, information, statistics, tabs or graphics can be accessed by wireless devices (pda).

New commercial offer

You can even purchase Movactive Water as an ASP solution (Application Service Provider) or with a Renting Formula: just pay an all-inclusive monthly fee which include the Movactive remote unit, sensors, sim, data service, internet service, up-dating, assistance and maintenance.

More Value for Steiel products

Steiel new, interactive products improve the processes of customers, save their money and make them more profitable.

“Movactive has brilliantly understood our complex processes and realized a simple-to be used interface, at low costs and in short times”

*Maurizio Negrinotti
CEO
Steiel Elettronica*



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