

"We see this as a great opportunity to further strengthen our direct contact between NIBE and the onsite service and shorten the distance between the two."

- Berry Christensson. After Sales Service Manager at NIBE Energy Systems.



NIBE helpdesk adopting new technology to improve services

We spoke with NIBE Energy Systems Berry Christensson, After Sales Service Manager, about how they use XMReality Remote Guidance to take their service to the next level.

CHALLENGE

NIBE Energy Systems works with a large number of subsidiaries across Europe. The service partners, installers and plumbers supporting NIBE Energy Systems in Europe have access to the Swedish NIBE Service Desk in Markaryd, for support. "My team is about 20 technicians and they all have access to Remote Guidance" says Christensson.

"We literally never know from one moment to the next who will be calling our Service Desk", says Berry Christensson, "we work with a broad spectrum of customers and service operators. From Markaryd in Sweden we serve about 90 service partner companies and approx. 5000 customers in Sweden, and more across the Nordics and Europe, from expert technicians to expert installers and plumbers, to those with different experience of heat pumps."

Unlike heating service engineers in Northern Europe, many of the service partners, installers and plumbers NIBE support have little experience in heat pumps or indoor climate systems. Yet the demand for first-time fix remains in a fast, competitive market.

It's not just the number of customers that are growing but also installers and service technicians. So too is the complexity of products. With new intelligent heat pumps and sophisticated technology, it has been a lot more user friendly and installer friendly to work with, especially for inexperienced users. But in tough and challenging cases when the service desk supporting large numbers of professionals, with little experience, there may be a need for more advanced support tools.

SOLUTION

"We see it as a great opportunity to further strengthen our direct contact between NIBE and our service partners onsite, and to shorten the distance between the two. This tool enables a direct feed to be established to get instantaneous feedback on changes and improvements, thereby avoiding extra communications or customer visits. Any problem solved on a first visit is valuable, not only in time and money but also in customer relations", says Christensson.

OPEN ACCESS A KEY PURCHASE CRITERION Open access was an important reason why NIBE Energy Systems chose XMReality Remote Guidance over other solutions. "The other solutions I looked at all required us to set up service agreements with our field technicians" he says, "they weren't system that allowed anyone to call in. For us, XMReality implemented a solution where anyone can access Remote Guidance with a single web link, on any browser."

ABOUT

NIBE Energy Systems is part of the listed global NIBE Group and offers a wide range of products for intelligent, energy-efficient indoor climate comfort, including heating, air conditioning, heat recovery, ventilation and water heating for homes, apartment blocks and commercial properties. Most solutions are based on recovering renewable energy from soil, rock, sun, water or air that contributes to a smaller carbon footprint and better utilization of energy.

NIBE WORLDWIDE

NIBE Group is a global organisation that contributes to a lower carbon footprint and better utilization of energy.

The three business areas are – **Climate Solutions**, **Element** and **Stoves**. NIBE develop, manufacture and market a wide range of eco-friendly, energy-efficient solutions for indoor climate comfort in all types of properties, plus components and solutions for intelligent heating and control in industry and infrastructure.

From its beginnings in the Småland city of Markaryd nearly 70 years ago, **NIBE Group has grown into a global group with 17,000 employees** on average and a global presence. From the very start, the company has been driven by a strong culture of entrepreneurship and a passion for responsible business operation. Its success factors are long-term investments in sustainable product development and strategic acquisitions. Combined, these factors have brought about strong, targeted growth, which generated **sales of just over SEK 25 billion in 2019**.

SYSTEMS IN USE

XMReality Remote Guidance is installed in NIBE Energy Systems' Service Desk, in its Swedish Headquarters. They serve about 90 service partner companies and approx. 5000 customers in Sweden, and more across the Nordics and Europe, from expert technicians to expert installers and plumbers, to those with different experience of heat pumps.

THREE TROUBLESHOOTING SCENARIOS Leaks and misconnections are typical trouble shooting scenarios for Remote Guidance. “With leaking pumps, or water or gas leaks the field technician can’t explain, we can use Remote Guidance camera to identify the fault. With electric boards we use it to identify cables that have not been correctly connected. Often on a site it’s the heat pump that sets off the alarm, but a nearby component that caused the problem, in those situations you can sweep the whole system with the Remote Guidance camera and see what’s really going on.”

THE RIGHT TOOL FOR TOUGH CHALLENGES. Remote Guidance is particularly valuable, Christensson says, for difficult-to-identify problems. “It’s a good tool when the solution isn’t obvious or simple. If a fault has gone on for some time without being solved then the customer will want to change the product, you don’t get a second chance. That’s often when we’ll use Remote Guidance.”

“For me” says Christensson “excellent service is all about access and availability. Customers these days expect instant access to service. Plus, they expect products to be connected to the Cloud, so they can check data and troubleshoot. You can gather a lot of data from our heat pumps now. I see Remote Guidance as being part of this whole movement towards increased access.”

“If an installer has a problem installing one of our products it saves a lot of time if we can solve it directly with him, rather than report the fault to a service partner who then has to book a new time to meet the customer. Solving the problem at first contact saves time and travel, and it means we can walk the walk when it comes to sustainability and reducing carbon footprint, which is a big part of our brand.”



RESULT

Seeing is believing. XMReality Remote Guidance is a highly visual tool. Experts can identify faults—and show technicians exactly how they can be fixed, using real-time hand gestures, pointers or even overlays of physical tools. A “show-not-tell technology”, it overcomes language barriers, diagnoses faults and demonstrates solutions, in complex products, simply.

NIBE Energy Systems uses Remote Guidance when working in its export markets and needs to support their subsidiaries in Europe. Sometimes they have someone onsite and we may not even speak the same language, then Remote Guidance can help bridge language barrier in those situation, “If anyone knows the products, our experts can show them visually and they ‘get it’ immediately”, says Christensson.

“We see great potential in the use of Remote Guidance in combination with our connected heat pumps. Better and more accurate troubleshooting, which means shorter downtime and reduces the proportion of incorrectly replaced spare parts, and also to achieve increased customer satisfaction and reduced travel”, says Christensson.

“When we work on our export market, supporting our subsidiaries in Europe, we sometime have someone onsite and we may not even speak the same language, Remote guidance works well in those situations. If someone doesn’t know the products, our experts can show them visually and they ‘get it’ immediately”

Berry Christensson. After Sales Service Manager at NIBE Energy Systems.

