Central

Success Story: DeLaval

DeLaval is a market leader and trusted partner for thousands of farmers around the globe – providing integrated milking solutions designed to improve dairy production, animal welfare, and overall quality of life. Founded more than 140 years ago in Sweden, DeLaval has over 4,700 employees and operates in more than 100 countries. **www.delaval.com**

Challenge

DeLaval provides Farm Management Solutions, including semi-automated and robotic milking systems, to a global, multilingual, and often remote customer base. The thousands of farmers who rely on DeLaval need to be confident that when a problem occurs, it will be resolved as soon as possible. Their produce and livelihood can depend on it.

Without remote access to devices on the farm, troubleshooting involved testing and changing configurations, taking backups, and emailing log files between the farmer, the local support team, and the Global Support Team to resolve issues. While this process was functional, it was time-consuming and labour-intensive for everyone involved. DeLaval recognized the need for a more efficient solution that would benefit both their teams and their customers: the farmers.

Solution

During evaluation, the DeLaval team quickly ruled out having multiple software solutions across the globe. They wanted a single secure global solution to meet their requirements. Any solution that did not pass the security audit would not make it to the next stage.

Additionally, DeLaval required an endpoint management solution accessible to users with varying technical skills—from farmers and local support teams to advisors and the top-level DeLaval Global Support Team. Ease of use was a top priority.

Finally, the solution needed to support multiple global languages to accommodate DeLaval's worldwide customer base. From the Americas to Europe to Asia-Pacific, farmers rely on this solution to resolve their issues, and providing it in their native language would make the process significantly easier.

In 2012, DeLaval was introduced to LogMeIn Central and decided to evaluate the solution. After a thorough testing phase, the company chose to implement

DeLaval

Industry:
Dairy Product Manufacturing

Headquarters:
Tumba, Botkyrka, Sweden

Number of Employees:
4,500+

Central to provide remote support to farmers worldwide. DeLaval deployed Central, connecting tens of thousands of farms across more than 100 countries. The simplicity of implementation and ease of use have transformed how farmers receive support.

"We can now remotely access the system and instantly retrieve log files, providing us with hard facts instead of relying on secondhand descriptions of potential issues," said Fredrik Karlsson, Director of Digital Services, Support, Partners & Alliances at DeLaval. "I believe this has greatly enhanced the service level we deliver to our customers."

Results

LogMeIn Central has transformed how DeLaval supports their customers. Many trouble tickets are now resolved within the hour. The support team uses unattended access over 400,000 times per month, enabling farmers to access systems remotely and allowing advisory teams to collaborate with farmers and support staff. This ensures issues can be identified firsthand and resolved in real-time, with minimal or no assistance from local on-site support or the farmer.

This approach is also used proactively to identify potential faults and fix them before they become service-affecting issues.

"Support can connect and view issues remotely, resolving problems much faster," said Mario Aguado, Senior Technical Expert, Digital Services at DeLaval. "And if they need to transfer a file, they no longer have to ask the farmer to locate and send it to us."

With effectively managing around 20,000 farm endpoints, DeLaval has enhanced oversight and efficiency. By using LogMeIn Central for remote support, the company has boosted efficiency while reducing costly onsite farm visits, leading to significant savings. Additionally, LogMeIn Central provides an extra benefit for farmers by giving them visibility of their devices on the farm. While out doing other farm work, they can check up on their systems remotely—a massive value add.

> *"For our customers, time is money, and so the most important thing is that we can handle customer support much faster, improving the overall DeLaval customer experience."*
>
> **Mario Aguado**
> Senior Technical Expert, Digital Services, DeLaval

Central, built by GoTo.
RMM made easy.

Transform your organization's customer support with Central.

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