

Everything in view

Rösler Obserwando perfects Ruthmann Steiger – control data can also be displayed on the yellow Obserwando screen.

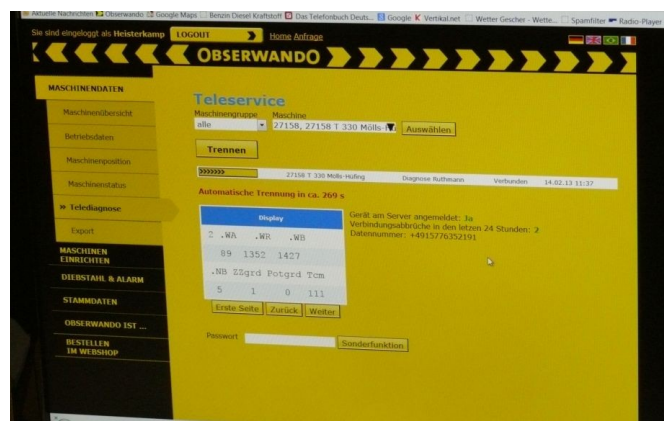


“I’m standing here in the Kaysenstrasse and my platform isn’t moving an inch. What’s happening?“, asks the fitter, 40 m up, who actually wants to repair the air conditioning on a cold store. His call reaches the Ruthmann technical hotline. Now Ruthmann Connect software is used immediately and the service technician identifies two things: firstly, the platform won’t go any more because the emergency stop button has been pressed. And secondly – the platform is not in Kaysen but in Wasserstrasse. He

can say that immediately because in addition to the Ruthmann Connect software, the platform is also equipped with Rösler Obserwando. The typical yellow Obserwando screen appears on the monitor. You can see here on the map exactly where the platform is. Identifying the exact position in the open via GPS is possible without any problems. This helps when you want to send service technicians or staff to the right place. Anyway, Obserwando makes it possible and allows areas of work to be set up. As soon as the set area of work is left, an alarm is activated. A region of non-operation can also be defined in this manner. For example, in the event of theft an alarm will be activated immediately. The route driven can be presented on a map, which can also be called up via monitor. In addition, every machine can be programmed with individual settings and rules. And of course, important status reports, such as working times, hydraulic parameters and much more can be requested too. This is possible via the internet and can be presented either on a PC in the office or on a smartphone/tablet.

Immediate diagnosis – quick help

Ruthmann Connect software is also integrated in the Rösler Obserwando screen. Control data from the information and diagnosis system of the relevant Ruthmann Steiger platform can also be requested with it. This is an easy and clear user interface presented in full on the control display of the Steiger. So it is quickly and easily possible to clarify open doors, the lack of support



pressure or if the emergency stop button has been pressed as the cause of the fault. The fitter, high up on his platform, can help himself directly. But the diagnosis is also made immediately in complicated cases and help can be sent within the shortest time. About 20 workshop vehicles, six service stations and two service points are available for this throughout Germany. And – this is especially important – the customer does not end up in a call centre but gets help 24/7 from technicians with many years of experience in Ruthmann products.



Only specialists used

The working platform manufacturer Ruthmann was founded in 1901. During the course of its interesting and moving history the company has grown to its current size. More than 300 employees and sales of approximately € 95 million are the key figures for 2012. The company headquarters are in Gescher-Hochmoor in the Münsterland.

Ruthmann Steigers, a brand name established in the sector for decades, are also produced there. This is also home to the whole product portfolio, with working heights from very small to over 100 m, in Germany and the world. The customers for Ruthmann Steigers come from many sectors, such as construction machinery and working platform rental companies as well as municipalities, energy providers, from landscaping and construction. In addition to Ruthmann Steigers, i.e. truck-mounted working platforms, the plant also produces cargo loaders.

These can be used outstandingly for transporting vehicles or forklift trucks,

for example. Working platform products under the Versalift brand are also distributed. Ruthmann also offers service of the highest quality for all this.

Always in the picture about what's running

This includes the technical hotline that has already been described, delivering original spare parts and an outstanding range of workshop and other services. Of course, training for customer workshop staff is also offered as well as operator training in accordance with the BGG and IPAF standards. And if the customer wishes, they can also use Ruthmann Connect software for their Ruthmann Steiger, making it possible to present all the control data via the internet. On top of all this comes Rösler Obserwando, which gives them all important data on security (theft protection etc.) and also the important parameters for the machinery database. A good supplement at a high level.

The company

The Rösler Software-Technik GmbH is since 1985 active on the German and European market. With the miniDat-hardware, the WinDaT-software and the Obserwando-system the company offers a complete package of stationary or internet-based monitoring equipment for mobile machines and devices. Theft protection, machine positioning, machine data collection and order processing are the main areas of the Rösler-systems. The Rösler-systems are distributed directly or via retailer. By now more than 50,000 systems are used in forklifts, platforms, construction machines and vehicles.

With the new Rösler-App daTime a further step was made towards a mobile and paperless order processing via smartphone and tablet. More information at www.daTime.de, www.minidat.de.

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