

Press information

2020-04\_UHL\_RemoteService\_China\_E

Despite travel restrictions

## **Digital expertise makes line acceptance in China possible**

**How did Uhlmann Pac-Systeme GmbH & Co. KG manage to put a complex blister line into operation on the east coast of China from Germany at the beginning of March despite extensive travel bans? By using reliable digital tools and with excellent team cooperation!**

Normally, several experts from the Uhlmann headquarters in Laupheim travel to the production location of the customer to install complex pharmaceutical packaging lines, no matter which country is concerned. However, in view of the current travel restrictions, the situation is no longer normal. In order to reliably deliver and meet the agreed deadlines despite the challenges, Uhlmann relied on its digital expertise and close teamwork with the local support service engineers in China. “We also have a well-trained services team and technical expertise in the Shanghai area. These specialists are familiar with Uhlmann lines and are always able to put a standard blister machine into operation. This case, however, involved a more complex, high-performance blister line for the packaging of particularly large and heavy tablets to lower blood glucose levels. The blockbuster line needed to be partially modified and extended during installation, so our specialists in Germany were called in to assist the local team remotely”, reports Jochen Scheil, Managing Director Uhlmann Packaging Systems (Shanghai) Co. Ltd. in China.

Use was made of the Uhlmann Service Portal, which offers numerous forms of digital cooperation. For example, the experts in Laupheim were able to log into the operating system of the line via remote access. This enabled them to conduct analyses, make adjustments, and directly assist the local services team using live chats, video conferences, and whiteboards. The team at the line also made use of smart glasses to give the experts in Laupheim a direct perception of the installation situation. “We have been working intensively with our customers and services technicians via our service portal for several years. We now had the opportunity to apply the tool to a complex new installation including modification and extension. It functioned very well”, Mathias Mayer, Team Leader Customer Support Management, happily reports.

The good teamwork enabled Uhlmann to not only complete the line installation, but also to perform the site acceptance test with the customer within the agreed time frame. “The situation was not easy, but we nevertheless found a solution that enabled us to demonstrate our reliability and digital skills”, says Jochen Scheil. “Our customer and all the colleagues

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involved were extremely satisfied with the process. Uhlmann has shown yet again that excellent on-site support services combined with expertise from Laupheim function effectively across country borders and time zones.”



### **UHL\_RemoteService**

Using telephone conferences, live chats, remote access, and smart glasses, the Uhlmann experts in Laupheim assisted colleagues on the east coast of China to upgrade and commission a complex, high-performance blister line.

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Uhlmann Pac-Systeme GmbH & Co. KG is a leading global systems supplier for the packaging of pharmaceutical products in blisters, bottles, and cartons. In addition to its innovative packaging lines, Uhlmann provides consultation, project management, extensive services, and digital solutions from a single source. The company is part of the Uhlmann Group, which generated sales amounting to EUR 426 million with its workforce of around 2,400 in the business year 2018/2019. Other members of the Uhlmann Group are the companies Koch Pac-Systeme in the Black Forest, Cremer Specialmachines in the Netherlands, and Wonder Packing Machinery in China. Since October 2019, appropriate elements of central functions are pooled in the Uhlmann Group Holding GmbH & Co. KG. Visit [www.uhlmann.de](http://www.uhlmann.de) and [www.uhlmann-group.com](http://www.uhlmann-group.com) for more information.

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