

REFERENCE

Problems become possibilities through customer-oriented IoT solution at Fri-Jado



THE BEST
OF ICT WITH A
HUMAN TOUCH

Machine manufacturer Fri-Jado, which supplies ovens and grilling machines to food retailers, was looking for a way to remotely manage thousands of machines from the cloud. With MAESTRO they found a solution that brings a lot of ease of work and efficiency to both the manufacturer and its customers.

Fri-Jado is a Dutch company with a very international market. The head office is located in Oud Gastel, but a large part of the customers is in the English-speaking part of world, especially the United States and the United Kingdom. Due to a demand from a large customer,

Fri-Jado started looking for a way to monitor, configure and update thousands of chicken grilles (rotisseries) in stores from one convenient dashboard. The aim was to generate more insight into machine performance, enable preventive maintenance and easily provide machines with new recipes.

"Problems we had in the past have now become possibilities. That makes IT fun again!"

Robert Berents - Fri-Jado



IMPROVEMENT BY OVERVIEW

"We want to make the maintenance and uptime of the machine more attractive for the customer", says Robert Berents, Product Development Manager of Fri-Jado. With MAESTRO the manufacturer found the desired solution. Through Internet of Things (IoT) the machines and user accounts are managed from a cloud platform, with overview of the performance and maintenance data of the machines. This way Fri-Jado and its customers have exact insight of the performance of all machines at any time of the day. In addition, it opens possibilities for making analyses, preventive maintenance and improving the availability of devices.

UPDATES AT THE TOUCH OF A BUTTON

Uploading recipes also has become much easier with MAESTRO. Previously, this was a manual and time-consuming activity, for which the customer had to visit about 4,500 stores to feed the updates to about 9,000 machines via a USB stick. Via the Cloud platform it is done at the touch of a button for all machines. Berents explains: "We have looked with our customer at what we have encountered recently. In this case, uploading new recipes into the devices was a costly affair. Preventing those costs immediately, generates a budget to find a better solution in this case with IoT. So, we quickly found each other in taking a decision, and then you can make a start."

IT'S GOING TO BE FUN AGAIN

The parties involved have so far been very satisfied with the progress of the solution. The collaboration between Axians and Fri-Jado provides ease of work and efficiency for the customers of the rotisseries supplied by Fri-Jado. Berents: "In essence we are a device builder and think along with our customer as much as possible. With an IoT solution like MAESTRO, we are able to ease the process of the customer significantly. And problems of the past are now possibilities. Together with the customer, we can new recipes, then upload them and immediately very easily in all shops. And yes, that suddenly makes IT fun again!"

Would you like to know what benefits MAESTRO can offer your company?

For more information, visit www.axians.nl/maestro, or contact Raymond Janssen or Carlijn Donders.

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