Green Building Control puts an end to service queues

Faster and easier building management with the IXON Cloud solution

For Green Building Control, a provider of climate control systems, building automation systems, HVAC control systems and more, remote access to their systems is essential. Together with Rutger Koelemeijer (software specialist) and Bas Warnaar (project manager) from Green Building Control, we discuss what remote access and the IXON Cloud solution has offered them.

About Green Building Control

Green Building Control provides the complete package for climate control, building management and HVAC control for installers and end-users. By using new technologies and offering the best solution for each project, Green Building Control provides tailor-made solutions for each customer.

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> Rutger Koelemeijer, Software specialist

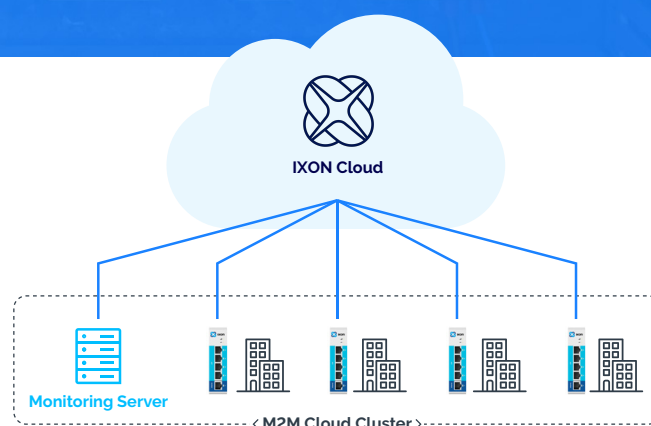GREEN BUILDING control

Challenge

Green Building Control previously used a different remote access solution to remotely manage their systems, but this platform did not offer all the functionalities they were looking for. The solution was not flexible. Nor did it offer the right capabilities to work with the many different protocols in Green Building Control's climate control systems. "We were looking for a platform which allows you to connect to both the most complex and also the most simple installations," says Bas.

However, one of the biggest frustrations was the emergence of service queues. With the existing solution, it was impossible for multiple service engineers to be logged in simultaneously. When multiple projects showed errors, this would often result in a waiting queue of remote service engineers, all of whom required access to a machine. This led to many complaints from both engineers and customers. Once Green Building Control recognized these issues, they went looking for another solution. Bas states: "We were looking for a good, established and flexible solution."

Solution

Green Building Control found IXON when visiting the Dutch trade show for heating, plumbing, climate control and refrigeration technology (VSK). "The main reason we switched to IXON, is that they offer functionalities for multiple users to be logged in simultaneously," explains Rutger. "This was the most limiting factor in our previous solution." In the IXON Cloud solution, they found all functionalities they wished for: remote access, an online platform, flexibility and ample possibilities for multiple users. "It's much easier than other solutions, it's just so user-friendly," Bas explains.

In addition to the standard functionalities, Green Building Control uses the M2M Cloud Cluster, which is their private VPN infrastructure within IXON Cloud. By setting up a connection to this cluster, Green Building Control has immediate access to all locations. The various locations within the building management system can thus also

directly communicate with each other. This makes collecting data from one central location easier. With the help of the building automation control protocol, BACnet, Green Building Control can safely manage their systems.

Furthermore, Green Building Control is very pleased with the collaboration with IXON. If a problem occurs, they immediately reach out to the support desk. "I'll call them right away when I can't figure it out, but Rutger prefers to try and fix it himself," says Bas. If they call for support, immediate action is taken to fix the issue. "I wish everyone would respond to things in such a timely manner," Bas went on to say.
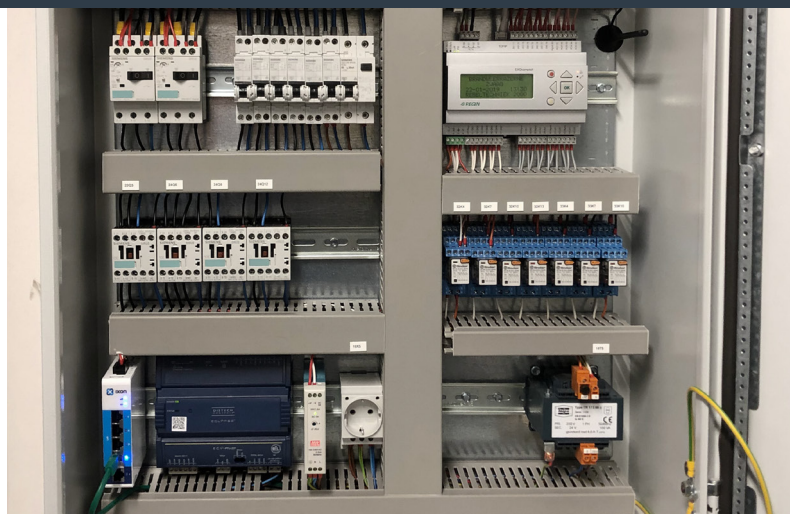
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Results

IXON's remote access solution allows Green Building Control to remotely manage and commission installations in the field without any troubles.

In addition, multiple remote service engineers can now log in to the IXON Cloud platform simultaneously - making waiting queues a thing of the past. "It's just very easy and flexible, so you can always connect and perform an update. You no longer have to visit the customer," says Rutger. With the IXON Cloud solution, Green Building Control can provide its customers with faster and better service while saving lots of time, because service engineers are now able to manage all installations remotely.

What would Green Building Control say to other companies considering the IXON Cloud Solution? Bas answers: "It's just amazing, it practically sells itself."

Benefits the IXON Cloud offers Green Building Control:

- ☑ Private VPN infrastructure
- ☑ No waiting queue for remote service engineers
- ☑ Providing customers with faster and better service
- ☑ Saving on time and costs
- ☑ Easily manage installations remotely

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