



-weishaupt-

CASE STUDY

Weishaupt gets smart heating systems and new services with IoT technology

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Founded in 1932 by Max Weishaupt, the family business is today one of the leading international companies for burners, heating and condensing systems, solar technology, heat pumps and building automation. With its new generation of gas condensing boilers, heating specialist Weishaupt is also expanding its internet of things (IoT) activities. This generation of appliances, can be conveniently controlled while on the move, providing service engineers with important information and the manufacturer with relevant data for further product development. A win-win situation for all involved.

Situation

Heating systems have a lot to do with comfort. They should be easy to operate, environmentally friendly and economical. Weishaupt has pursued this goal in the development of its new WTC-GW/GB B gas condensing boilers. This is the company's first generation of appliances that can be connected to mobile services without the need for additional components. By means of a cloud service, users can control their system via smartphone, tablet or web browser. In addition, with the appropriate authorization by the customer, direct access by service technicians is possible to efficiently prepare or even avoid upcoming maintenance or service calls.

To implement the required cloud infrastructure and the applications based on it, Weishaupt first looked for a competent partner. IoT know-how and many years of project experience were at the top of the requirement profile. After searching, it selected a technology partner, which according to Thomas Moosmayer, head of the project at Weishaupt, "was able to demonstrate very quickly that they have extensive experience in our application environment. This convinced us."

Solution

Simple operation required for all users

Thanks to clear targets, implementation progressed rapidly. The individual components were designed to be modular and able to be updated, so that new functions could be added at any time. It was also important to provide a uniform and easy-to-use interface on all end devices. The mobile apps are equipped with the most important functions that are frequently required for user guidance.

Service technicians or experienced users can control the heating system very precisely via the web portal using many parameters. Installation is also easy. Users simply connect to the local network, activate the portal connection in the menu, then register and set up the system in just a few steps.

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Focus on security and scalability

For the development of the Weishaupt Energy Management (WEM) portal, Avanade relied on the software platform e-ControlNet. The modular platform was specifically developed for IoT applications and includes many functions in the standard version. To ensure the best possible performance and scalability, the platform operates on Microsoft Azure. When connecting the devices, the highest possible security was used. As the connection to the platform is only ever established by the condensing boiler, it is completely invisible on the internet. Furthermore, all connections are encrypted according to common standards, and the issue of authorization management is also clearly regulated. "Who has access to the system and when is determined by the operator alone," emphasizes Moosmayer.

A concept for a win-win system

Together with the new generation of gas condensing boilers, the WEM portal and the associated apps were presented for the first time at an ISH event in Frankfurt. The service provides several benefits:

- Operators can access their heating system from anywhere in the world. For example, if you get home from work earlier than planned in winter, you can still turn up the heating at your desk. If you forgot to shut down the system when preparing for your vacation, you can quickly make up for it at the airport." Thanks to the ultra-modern system technology and the best possible adjustment of the heating operation to the habits of the users, energy can be saved without sacrificing comfort.
- Weishaupt can expand its products with an intelligent service via the Smart Connect option. At the same time, the portal contributes to improving the functionality and utility value of the heating systems.
- Heating technicians can use the additional information to prepare for service calls and can ensure their service vehicles are equipped with the right parts they will need for service work.

Note: This story describes services provided and completed by alnamic AG (alnamic was acquired by Avanade in April 2020).

About Avanade

Avanade is the leading provider of innovative digital and cloud services, business solutions and design-led experiences on the Microsoft ecosystem. With 39,000 professionals in 25 countries, we are the power behind the Accenture Microsoft Business Group, helping companies to engage customers, empower employees, optimize operations and transform products, leveraging the Microsoft platform. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation. Learn more at www.avanade.com

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