

MANUFACTURING

In use in Manufacturing for over a Decade.

Teekanne relies on semi-rugged Getac laptops for high efficiency and very low TCO.

/ Challenge /

Founded in 1882, Teekanne a globally active, traditional family-owned company based in Germany has been producing tea in tea bags in their Duesseldorf facilities since 1954.

Since 2014, with the opening of one of the most modern tea production halls in Europe, built according to innovative sustainable standards, up to 3.2 billion tea bags per year are now produced, packaged, and sold worldwide at the Düsseldorf site. To ensure the production processes, computer solutions that can be used in the production without any problems were needed. Since the machinery includes the most modern as well as older, but highly production-relevant special equipment, flexible machine control and maintenance was also essential.

/ Solution /

With Teekanne's new modern production and storage facility, internal processes have become much more efficient, CO2 emissions have been noticeably reduced and working conditions have clearly improved. Smooth production processes are central to the highly automated company: an extensive range of interfaces and high compatibility for controlling older software were just as significant in the choice of the S400 from Getac back in 2009 as its robustness and durability for use in production, maintenance and repair as well as logistics.

/ Benefits /

Getac's S400, as well as the successor model S410, have more than proven themselves at Teekanne for almost 14 years: All machines - even systems with different serial interfaces - can be con-trolled and connected safely, which ensures smooth processes without unnecessarily expensive machine stops. This means that the production capacities continue to be fully utilised, even those of the older machines.

Strong performance, user-friendly display that is always easy to read, durability and the high reliability of Getac rugged laptops have also paid off over the years.

/ Teekanne /

"The S400 still works perfectly and looks like new even after more than 10 years. There's nothing wobbly, nothing worn out, and the mechanics of the equipment are still in top shape."

Mehmet Agar, Teekanne Team Leader Electrical & Power Operations, Manufacturing & Engineering



Getac S400
semi-rugged laptop

Getac S410
semi-rugged laptop

/ Challenge /

Founded in 1882 in Dresden, the traditional company Teekanne currently produces up to 3.2 billion tea bags per year. In compliance with the highest standards, tons of raw materials are processed into raw materials are processed into tea blends and packed in double chamber bags on site and finally sold worldwide.

The highly automated company with its innovative production facility and warehouse (reduced CO2 emissions, optimized production and working conditions) and its stock of ultra-modern and decades-old machines including legacy software is dependent on perfectly coordinated processes. Monitoring the equipment is therefore particularly important because a breakdown can lead to high follow-up costs, delayed deliveries or even a production stop. The mobile computing solutions needed for this must be reliable in the harsh industrial environment and at the same time be compatible with all machine controls.

/ Solution /

In 2009, Teekanne was looking for a robust solution that would meet all requirements: stable as well as technically flexible and, as pool devices, absolutely reliable laptops that would effortlessly withstand the handling of many users even under difficult conditions.

Due to the structure of the machine park, absolutely reliable hardware that supports troubleshooting and its elimination was essential. High compatibility and interface diversity to ensure full use even of the older special equipment were also decisive in the decision for the semi-rugged laptop from Getac.

The plant technicians and shift supervisors use the Getac S400 and S410 laptops for predictive maintenance, machine maintenance, troubleshooting and programming. Maintenance can be planned rationally and costs are reduced.

Employees like to use a bicycle to get around the site and between halls, where they can easily carry the rugged laptop at all times despite shocks, moisture, bumps and possible falls. The ubiquitous tea dust is also a challenging environmental condition for the laptops. Employees particularly appreciate the high level of user comfort, the display size, the good readability and the reliability.

/ Benefits /

Thanks to the Getac S400 and S410 laptops and their extensive compatibility and interfaces, Teekanne can continue to fully control and utilise its entire heterogeneous machine park with self-developed as well as converted ultra-modern to decades-old machines, including legacy software, and thus fully utilise and further expand its production capacities.

For now 14 years, Getac laptops have been reliably and efficiently meeting Teekanne's high requirements ensuring optimal machine networking and control as well as maintenance and predictive maintenance for the entire machine complex.

The robust design, solid flip-up mechanism and user-friendly display of the S400 / S410 laptops guarantee stable, trouble-free operations even after more than a decade: in environments with ubiquitous tea dust, after drops, shocks or vibration.

Due to the high performance and reliability of the Getac laptops, Teekanne benefits from smooth operations and full utilisation of its valuable production capacity. This reduces costs and ensures customer satisfaction.

"We know from experience that consumer laptops don't last long; quality has its price - and after 14 years we can see that the investment in the rugged Getac laptops has more than paid off," says Mehmet Agar in retrospect. "The devices still look like new today, and the introduction of the even lighter S410 further supports us in optimising processes. Our older special systems can be controlled perfectly with it and continue to be integrated into the production processes without restrictions."

