

## We increase your value



### Clivet S.p.A.

Clivet is a leading manufacturer of air conditioning equipments, with an annual turnover of 120 millions euros. Clivet designs and realizes heating, ventilation, air cooling plants and systems. The company exports to all European Union Countries and in many African and Asiatic States, China and India included. Clivet boasts branches for the development of state-of-the-art technologies in Italy and India.

#### The company

Clivet offers a wide range of integrated air conditioning systems to cover all needs: flats, offices, shops, hotels, hospitals, cinemas, museums. Highly specialised service programs support Clivet's products. Since 1989, the brand has been gaining a reputation for advanced technology performances. The company competitive advantage arises from the aggressive product innovation strategy that in the last few years, has led to the production of environment respectful systems, low electric use, use of non-ozone depleting refrigerants, new waste treatment and recycling methods.

#### The challenge

Clivet had pointed out three questions. One, breakdowns requiring immediate intervention caused miservice: the assistance staff was pressed by customers necessities. Two, the company had made big investments in statistics to identify customers use behaviours and new customers needs. Researches had been expensive although results had been poor. Three, Clivet wanted to enable final users to make configurations by remote. Existing solutions had proved to be too complicated.

#### IN BRIEF

##### Situation

Clivet wished to improve technical assistance and marketing, to innovate products with an efficient remote management service (final user).

##### Movactive solution

**Movactive Machine**, the remote management of any type of machine and equipment.

##### Results

- Visualization of all equipments, in real time, via web.
- Planned maintenance service
- Punctual and resolute assistance service
- Uninterrupted working
- Product innovation
- Easy to be used
- Customer loyalty
- More profits

### The solution

Entering dedicated website pages, Clivet and its assistance centres operators can check all the installed air conditioning equipments functioning, in real time. The system sends alarm calls in case of anomalous working or unaccepted values and technicians can send corrective input, by remote. Whenever their visit is necessary, technicians can learn which spare parts are required and the exact description of the failure occurred. If compared with traditional intervention, technicians have more time to manage the situation, since they can anticipate the customer's call. With Movactive Machine, Clivet acquires precious information about the real use of each installed equipment. Thus, manufacturing more desirable products, capable to meet true customers needs, becomes simpler. The Movactive solution offers new advantages to final users too: as they can easily configure their own conditioning system, by remote (i. e. temperature regulation, switch on/off).

### Maintenance planning

With Movactive Machine, maintenance planning becomes accurate and the company managing improves. Customers equipments are always at their best performance level.

### Fast and resolute assistance service.

Real time automatic alerts call for interventions and send information about: failure specs, spare parts, operational exigencies. Any information can also be accessed remotely, by wireless device (pda). Clivet technical staff can act effectively, save time and costs.

### Uninterrupted working

Movactive Machine anticipates many failures and assures continuous air conditioning service.

### Return on Investment

Movactive Machine diminishes the costs for technical assistance and service (reduction of trips, fuel costs, communications with the technical staff). Movactive produces a 60% reduction of on site-visits . The Movactive solution increases profits and customers loyalty.

### The statistics behind Clivet

- Established in 1989
- 2005 turnover: 120 million €
- Over 800 employees
- 40 sales agencies
- 110 technical assistance centres in Italy
- 50 Partners, in the world
- 5 branch offices in Europe and Asia
- 2 production plants
- Over 18,000 produced units in 2005

**“For long, we have been looking for a complete assistance and service program, but the project was complex and no supplier was able to provide the all-comprehensive architecture. Movactive has not only provided a global solution, but it also services us with data collection, processing and storage.”**

*S. Bellò  
General Manager  
Clivet S.P.A.*



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