



OnLink technology works with Microsoft Lync Server 2010 to provide MetalForming customers with technical services at the speed of light.

Partner: MetalForming, Inc.

Website: www.metalforming-usa.com

Partner Size: 28 employees

Country or Region: United States

Industry: Retail and distribution—
Machinery, equipment, and supplies
wholesalers

Partner Profile: MetalForming, Inc.,
founded in Georgia in 1997, distributes
and supports high-end architectural
metal-roofing machines for customers
around the world.

For more information about
MetalForming products and services, call
(888) 896-4743 or visit the website at:
www.metalforming-usa.com

BUSINESS NEEDS

Metal roofing companies and metal component manufacturers need automated machinery that functions with minimal nonproductive downtime. They also require real-time monitoring to ensure a high level of performance.

SOLUTION

To meet its customers' requirements, MetalForming offers OnLink. Using Microsoft Lync Server 2010, the company takes advantage of unified communications to bring immediate technical services directly to the customer's machines. This eliminates the need to dispatch a technician onsite, which saves the customer time and money.

The OnLink machine client is embedded in the machine's control software. It launches the Lync Server 2010 conversation window at the push of a button,

connecting directly to an OnLink response group and technicians. Once connected the technician is able to speak with the machine operator and escalate to video or desktop share and remote control as needed to repair the equipment.

In addition to the machine client, the OnLink family has expanded to include OnLink Live!, OnLink Agent, and OnLink Monitoring. The OnLink Live! client is a Microsoft Silverlight 4 web application that MetalForming uses to quickly demonstrate machine capabilities through live audio and video to prospective customers. The Agent and Monitoring clients are part of a total solution package offered to larger customers with multiple locations.

An onsite Lync Server 2010 system enables unified communications connectivity and monitoring at the

customer's central location, giving the customer total control of its manufacturing plants.

BENEFITS

OnLink saves time and money on machine repairs compared with onsite service calls. Response time goes from days to minutes, helping customers get back into production as fast as possible.

In the world of metal part fabrication, an inaccurate process can produce results that no words can describe. Using video to show a malformed part accelerates the troubleshooting process. With the desktop share feature, technicians at MetalForming can see machine parameters firsthand and make changes as needed.

Customers who purchase the onsite system can communicate

with remote factories via VoIP and monitor factory floors using video to resolve production problems before they affect the bottom line.

