



Big Sun Energy Technology Inc., headquartered in Hsinchu, Taiwan, was founded by a group of specialist semiconductor enthusiasts in 2006. Big Sun Energy's core business is the design, production and sale of high-quality solar cells, and the company was established with the aim of becoming a force in environmental protection and a leading manufacturer in the solar industry. Big Sun Energy is striving towards becoming a world-class solar cell supplier and is committed to providing cost-effective solar energy solutions to customers worldwide. For more information, visit <http://www.bigsun-energy.com>.

Challenges

- ✓ Customers from around the world, including Japan, Germany, China and the U.S.
- ✓ Manage solar power plants in remote locations to quickly solve issues
- ✓ Solar power plants require troubleshooting carried out in the shortest time possible



Solution

TeamViewer's remote control features can meet solar power plants' requirements of quickly finding the cause of faults and, at the same time, can save unnecessary travel costs of Big Sun Energy's staff.

Rapid service – distant water can put out a nearby fire

TeamViewer saves unnecessary travel costs of Big Sun Energy's staff

Big Sun Energy's core business is the design, production and sale of high-quality solar cells. Jeffery Su is the manager of the computer-integrated manufacturing department at Big Sun Energy, the core work of which is the development of the iPVSYS smart energy management service platform. The operation of solar power generating systems is generally carried out without any staff on the ground. Highly decentralized photovoltaic system monitoring and maintenance is extremely difficult and cumbersome, requiring a great deal of time and effort. The use of a remote data monitoring system is thus of great significance and how to understand the cause of a fault as soon as it occurs and the dispatching of personnel to carry out troubleshooting are major problems facing power plants.

In 2012, the company's computer-integrated manufacturing department was given the task of developing a new energy management and maintenance system, namely the management of solar power plant operating reports.

Under normal circumstances, the monitoring center obtains information on solar power plants through remote monitoring and carries out daily operations and monitoring. However, once it has been detected that an abnormal situation has occurred in equipment, the monitoring center needs to ascertain the cause of the problem straight away and, at the same time, notify technical personnel to go to the site to troubleshoot the problem and ensure the normal operation of the power plant. It is at this time that TeamViewer displays its skill.

Engineers at the monitoring center use TeamViewer's remote control functions to analyze the status of the site's equipment and to notify the causes of the abnormality before the technical personnel depart. This enables the preparation of all personnel and materials so that, once personnel have arrived at the site, the issues can be resolved in the shortest possible time.

All served customers had to install a plug-in, which was also complicated. Because we support hundreds of internal and external users, remote maintenance is very c support team. The supporter can now establish a secure connection with the remote computer, take control and solve the problem in no time.

Annual savings of one million Taiwan dollars

Jeffery says, "We currently have around two to three hundred customers. Most of the power plants to suffer problems are located in areas of Taiwan where transportation is inconvenient or in quite distant places such as Germany, Japan and mainland China. The normal operation of power plants equates to revenue. Once there is a fault with equipment, the other party hopes to find the cause of the problem in the shortest time possible and to notify personnel to troubleshoot the issue so as to reduce losses."

In the past, when a fault occurred in large-scale power plants, it could not normally be resolved in one day. Jeffery adds, "As far as customers are concerned, a rapid response speed and ability to solve the problems satisfy their requirement of same day completion. As far as we ourselves are concerned, our competitive advantage has been significantly improved."

The setting up of a large-scale solar power plant energy management system requires professionals. In the past, the building of a foreign system necessitated sending one or two technical personal to the site and a week was required from the start to the resolution of the problem. However, now Big Sun Energy only needs to send one local worker to the site with a computer equipped with TeamViewer. Engineers located in Taiwan

can then remotely build the required system in one day.

Describing how TeamViewer has generated revenue for the company, Jeffery says, "Taking Japan as an example, in the past the cost of transportation, accommodation and so on for workers for one week would be at least 200,000 Taiwan dollars. In 2014, there have already been five cases to be resolved abroad. If we did not have TeamViewer, we would have had to send personnel to the site to resolve problems. However, through the convenience of TeamViewer's remote control, we have saved all of the travel costs of these personnel. We have saved far more than the cost of buying TeamViewer."

The strong functionality of TeamViewer has greatly reduced the cost of doing business and, more importantly, its ability to solve problems for customers immediately has also won the trust of customers and has enabled the company to develop its business. Three years ago, Jeffery's department only had between ten and twenty customers. Now, the same two or three engineers are responsible for front-end services for two to three hundred customers. "Due to the flexibility and good user experience of TeamViewer, our customers depend on us more. There is a trend that the number of customers has been doubling each other."

TeamViewer Inc.

Founded in 2005, TeamViewer is fully focused on the development and distribution of high-end solutions for online communication, collaboration and remote monitoring of IT systems. Available in over 30 languages and with more than 200 million users worldwide, TeamViewer is one of the world's most popular providers of remote control and online meeting software. For more information about TeamViewer, please visit: www.teamviewer.com

© Copyright TeamViewer 2015

Asia Pacific Headquarters
TeamViewer Pte. Ltd.
Adelaide, Australia