

 **DASS Tech**

DASS Tech is a manufacturing company for photovoltaic inverters. Founded in 2006, the company has successfully increased its share in the Korean and worldwide markets with the most reliable and efficient photovoltaic inverters. Since then DASS Tech has risen as Korea's No. 1 photovoltaic inverter supplier and currently operates about 500 photovoltaic inverters. Due to the characteristics of the photovoltaic power plants, most of its sites are located in the southern region (Jeonnam, Jeonbuk) and they are operated as unattended plants. For more information, visit: www.dasstech.com.

Challenges

- ✓ Identify status of inverters in unattended plants using web monitoring
- ✓ Reduce maintenance costs for monitoring
- ✓ Increase customer satisfaction

**Solution**

With TeamViewer DASS Tech can easily check information about remote terminals and internet status of the power plants. Time and cost for service compared with field service visits was reduced from 10 hours to 10 minutes, and from KRW 300,000 to KRW 500.

DASS Tech solved issue of remote monitoring with TeamViewer

Achieves more than 1000% decrease in maintenance costs for photovoltaic power plants

DASS Tech has successfully increased its share in the Korean and worldwide market with the most reliable and efficient photovoltaic inverters. Korean photovoltaic energy business is supported by the Ministry of Knowledge Economy and operated by KEMCO (Korea Energy Management Corporation). DASS Tech has the highest market share in the Korean market, enabling it to receive great attention in the industry.

DASS Tech manages its inverters with TeamViewer installed on its remote terminals. In addition, the customer service team uses the TeamViewer Computers & Contacts list to manage the online status of remote terminals by countries and regions.

Due to the characteristics of photovoltaic power plants, most of them are located in the southern regions (Jeonnam, Jeonbuk) and they are operated as unattended plants. Thus, remote control software is required for web monitoring to determine operating status and failure of inverters which are the most important components among power facilities.

Since it used to take about 10 hours and cost about KRW 300,000 in gasoline and labor costs for a single business trip from the DASS Tech head office located in Ochang, Chungbuk, to the power plant located in Wando, Jeonnam, DASS Tech was pressured to reduce the costs for frequent business trips.

In order to resolve this issue, DASS Tech tried a remote control solution from another vendor but the management system of the program was not convenient and also not suitable for integration with various solutions. Ultimately, DASS Tech chose TeamViewer.



With TeamViewer, DASS Tech is able to easily check the remote terminals in power plants and information about the internet status, enabling its customer support team to easily provide maintenance. DASS Tech significantly decreased the time required for inspecting power plants from 10 hours to 10 minutes and costs from KRW 300,000 to KRW 500. Han-seok Kim, senior researcher, said, "We've achieved about 1000% saving in costs and time with TeamViewer compared to when we had to visit each plant."

Increased customer satisfaction

With TeamViewer also the customer satisfaction increased. Kim said, "When abnormal behavior is detected in the web monitoring facilities, real time remote control processing is enabled simultaneously with the report of failure. Also, we are able to make inspections without having the customer and power plant manager make onsite visits which reduces costs and time spent on the customer side." He added, "In addition, when customers provide the remote ID and password via landline after installing TeamViewer on the replaced terminals then they receive remote service at no additional costs."

DASS Tech utilized TeamViewer to overcome critical situations. Once there was a momentary power outage in the 3MW photovoltaic power plant in Sisaket, Thailand. At that time, the user set its own login password in

the terminal installed for monitoring. Consequently, the terminal launched rebooting (Power restore on function setting) and was waiting for the input of password. But the data was not transmitted to the central server and a claim that the monitoring device was out of service was issued. Kim recalled the moment and said, "TeamViewer enables personal password setting making remote access possible even when not logged into the operating system so we can directly set a password and log-in allowing the power plant manager to confirm the password and inspect the monitoring terminal via landline."

"TeamViewer, a must-have for managing long distance and overseas monitoring."

DASS Tech currently operates 500 photovoltaic inverters. Kim said, "TeamViewer is a must-have program for long distance and overseas monitoring. It is costs much less to purchase TeamViewer licenses than making an overseas business trip. As DASS Tech has about 500 monitoring sites including overseas sites, we achieve Return on Invest on TeamViewer licenses in one single month."

TeamViewer GmbH

Founded in 2005, TeamViewer is fully focused on the development and distribution of high-end solutions for online communication and collaboration. Available in over 30 languages, TeamViewer is one of the world's most popular providers of remote control and online meetings software.

For more information about TeamViewer please visit:
www.teamviewer.com

© Copyright TeamViewer 2013

Asia Pacific Headquarters
TeamViewer Pte. Ltd.
Adelaide, Australia