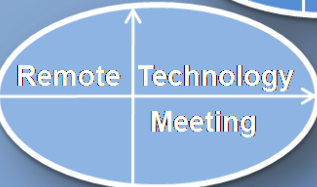
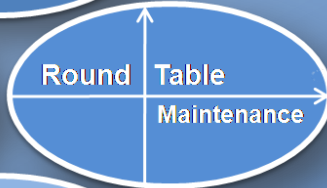
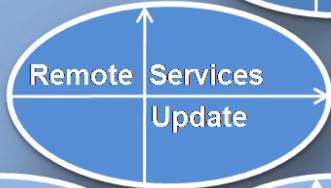
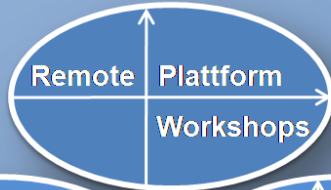


# RemoteServiceForum

## 22.-24. Februar 2011



„RemoteServiceForum goes international!“



### 22.02.2011 - Remote Technology Meeting (englisch)

Technology: Remote Service Plattformen, Condition-Monitoring, knowledge management, Datamining with Best-practice of projects and suppliers.



### 23.02.2011 - Remote Security Conference

Sicherheitstechnologien für Anbieter und Betreiber von Maschinen und Geräten. Zentrale und dezentrale Lösungen, Hardware und Software, Sicherheit über mobile Lösungen.



### 23.02.2011 - Remote Plattform Workshops

Die Technik der Remote Plattformen bietet mehr Sicherheit, einfaches Handling bei der Installation. Zusätzliche Funktionen erlauben interessante Serviceangebote.



### 24.02.2011 - Round Table Instandhalter

Es geht um die Veränderungen durch Remote Service und Condition Monitoring. Kurze Vorträge von führenden Unternehmen gefolgt von moderierter Diskussion zeigen Trends und Chancen.



### 24.02.2011 - Remote Service Projekterfahrungen

Service modernisierung mit neuen, plattformgestützten Serviceangeboten, LIFE-Projektbeispielen und die Integration von Technologie und Serviceangeboten.



#### RemoteServiceForum

#### Technologies, services and trends

##### 22. Februar 2011

Remote Technology Meeting  
Plattformen und ConditionMonitoring  
€ 390,-€ zzgl. 19% ges. MwSt.

##### 23. Februar 2011

Remote Security Conference.  
€ 390,-€ zzgl. 19% ges. MwSt.

##### 23. Februar 2011

Workshops für Plattformen  
je € 390,-€ zzgl. 19% ges. MwSt.

##### 24. Februar 2011

Round Table Instandhalter  
€ 390,-€ zzgl. 19% ges. MwSt.

##### 24. Februar 2011

Remote Service Tag  
€ 390,-€ zzgl. 19% ges. MwSt.

The actual agenda and further information can be found here:

[www.RemoteServiceForum.de](http://www.RemoteServiceForum.de)

Best-practice corporate workshops, the fastest way to strong profit margin remote transactions and for a fast introduction at operators. Additional information also at [www.khsauter.de](http://www.khsauter.de).

From previous events, you can purchase conference and thematic volumes afterwards.

The research report "Remote Service 2012" on trends, technology, organization and service is also available at [www.remoteserviceforum.de](http://www.remoteserviceforum.de).

We're looking forward to the exchange of experiences with you.

Your

# Remote Technology Meeting

Best Practice applications with new technologies



22. Februar 2011

390,- €



<b>Moderation: Prof. Dr. Klaus ten Hagen, DecisionOptimization GmbH</b>	
8:30	Coffee / come together
9:00	Salutation Karl-Heinz Sauter, business executive, Karl-Heinz Sauter Services und Consulting GmbH
<b>Remote Platforms – more than just VPN</b>	
9:30	Remote Service in the Energy Business - transforming data into value Holger Stender, Head of Remote Service, Siemens AG, Sector Energy, Energy Service
10:00	Advanced Service Projects with Remote Service and Condition Monitoring Audi Lucas, Service Systems Program Manager, GE Jenbacher, customer of Axeda Corp.
10:30	Remote Service: High potential business-enabler in global markets Bernd M. Volkmer, technical leader, symmedia GmbH
11:00	Panel discussion and intermission
<b>Platforms for ConditionMonitoring and Teleservice</b>	
11:45	E-maintenance based on a web portal for solar energy power supplies Karl-Heinz Korupp, Managing Director, SET GmbH
12:15	Remote Managed Services Dieter Speidel, CEO, Xerionics AG
12:45	Remote Service utilize advanced service offerings Michael Pfeffer, service Development manager, ABB Automation GmbH
13:15	Panel discussion and lunch break
<b>Condition Monitoring from different points of view</b>	
14:15	Remote Condition Monitoring and Teleservice Martin Buber, Marketing & Sales Manager, Microtronics Engineering GmbH
14:45	Condition Monitoring – local or remote? Dr.-Ing. Joerg Deckers, Mechanical Drives, Siemens AG, Sector Industry
15:15	Mobile solution – for fast and effective service and maintenance Carsten Wehner, Business Unit Manager Products, HEITEC AG
15:45	Panel discussion and intermission
<b>Add-on technologies for remote solutions</b>	
16:30	Knowledge management in service and maintenance Eddie Mönch, Chief sales officer, ontoprise GmbH
17:00	How to find the deterioration needle in the log haystack? Prof. Dr. Klaus ten Hagen, business executive, decisionOptimization GmbH
17:30	<b>Suppliers and speakers</b> Panel discussion and summary
<b>Champagne reception</b>	

## Your seminar facilitator



Prof. Dr.-Ing. Klaus ten Hagen introduced data mining to quality data management at SigmaQuest in 2001. He developed the PdM Toolbox using data mining algorithms to identify early indicators of deterioration. The PdM Toolbox generates and validates decision rules for condition-based maintenance. In 2008 he acquired all IP rights to the PdM Toolbox from SigmaQuest and founded Decision Optimization GmbH.

## RemoteServiceForum goes international

Since 2005 the RemoteServiceForum takes place 1-3 times a year in Germany. In 2010 this event was held two times in Karlsruhe and one time in Hamburg in collaboration with the ISS – International business school for service management.

With the “Remote Technology meeting” the event becomes an international one. Our vision is still the same as in the last 4 years: Experience and best practice from service- and maintenance-suppliers combined with ideas, concepts and project examples form successful vendors. Panel discussions and the unique idea of the “Marketplace Information” are leading to an open and familiar discussion with each other. Participants from small and big companies appreciate the unique atmosphere of this event.

## Marketplace Information

It's not just an exhibition – it's much more. Participants discover the different concepts, discuss with other participants the pros and cons and discover the access for interesting discussions and best practices.

## LIFE-projects for more and better remote business

If you want to improve your ability of going to profitable remote businesses it is good to know more about LIFE-projects. Feel free to look at [www.khsauter.de/life](http://www.khsauter.de/life) or just give us a phone call.

## Market survey “Remote Service 2012“

- ◆ Proportions technology
- ◆ Proportions service model
- ◆ Trends in Sale
- ◆ Trends in Security
- ◆ Short reviews on technologies
- ◆ Provider comparison



Prolog Prof. Dr. Tilo Böhmman, ISS Hamburg

Price 350,-€ - Event Price : 290,-€

More information:  
[remoteserviceforum.de](http://remoteserviceforum.de)

## Meeting and thematic volumes

- Selected Papers of all RemoteServiceForums
- ◆ Service platforms + Video
  - ◆ Mobil + Security
  - ◆ Condition Monitoring + DataMining
  - ◆ Sell + Projects



80,- € per Volume

Organizer:



# RemoteServiceForum

Information besides the event



## Suppliers sponsoring the event (all events)



## Speakers from serviceprovider (all events)



The successful Fair "Marktplatz Information" will take place on all 3 days!



## LIFE - Remote in the company

Developing the own concept faster with fewer resources and fall back on best practice and new methods.



### LIFE-steps

- ◆ Telephone interview
- ◆ Concept Workshop
- ◆ Service design
- ◆ Customer Workshop
- ◆ Sales Training

### LIFE-workshops

- ◆ are structured
- ◆ train Best-practice
- ◆ provide masters
- ◆ give tips
- ◆ show trends



For more information: [www.khsauter.de/life](http://www.khsauter.de/life)

## Media Partners



SERVICE Insiders Mensch. Technik. Service.

servicereport

Host:  Industrie- und Handelskammer Karlsruhe

Organizer:  Karl-Heinz Sauter SERVICES UND CONSULTING GMBH

# RemoteServiceForum

## events and information

place of event:  
IHK Karlsruhe  
Lammstraße 13 - 17  
76133 Karlsruhe



Yes, I want to participate:		
	Until	From
	31.01.	01.02.
<input type="checkbox"/> 22. February 2011 - Remote Technology Meeting (engl.) Platforms and ConditionMonitoring	390,- €	490,- €
<input type="checkbox"/> 23. February 2011 - Remote Security Conference (ger.)	390,- €	490,- €
<input type="checkbox"/> 23. February 2011 – Workshop 1 for Plattformen (ger.)	390,- €	490,- €
<input type="checkbox"/> 23. February 2011 – Workshop 2 for Plattformen (ger.)	390,- €	490,- €
<input type="checkbox"/> 24. February 2011 - Round Table Maintenance (ger.)	390,- €	490,- €
<input type="checkbox"/> 24. February 2011 - Remote Service Day (ger.)	390,- €	490,- €
By an registration of 2 events the price will be reduced automatically by 60,- €, from the 3. event by 100,- €.		
I order the following documents:		
<input type="checkbox"/> Market study Remote Service 2012 (event price)	(ger.) 290,- € (engl.) 990,- €	
<input type="checkbox"/> Conference proceedings of the event from _____	(ger.) 80,- €	
<input type="checkbox"/> Theme proceedings of the theme _____	(ger.) 80,- €	
<input type="checkbox"/> Please send me further information of internal trainings (engl.)		
Name		
Company		
Position, department		
Street, Nr.		
ZIP, Location		
Phone		
E-Mail		
Billing address (if different):		
Company		
Contact person		
Division		
Street, Nr.		
ZIP, Location		

### Hotel information and journey

Information to that end can be found at  
[www.remoteserviceforum.de](http://www.remoteserviceforum.de)

### Early bird discount

By registration and payment before February 1<sup>st</sup> 2011 the reduced price will be available (see adjacent price overview). The discount will only be given if the billing address is valid and the payment deadline will be observed.

### Changes

It may be necessary for reasons beyond our control to alter the content or timing of the event, or replace individual speakers and lecture content.

### Invoice and payment

All prices are subject to 19% Tax. The fee is due upon receipt of the invoice. The bill serves as confirmation. Upon receipt of your registration fee your participation is guaranteed. For re-issue an invoice because of faulty or incomplete information in the notification, we charge an administration fee of 25,- €.

If the bill is not paid before the event an additional fee of EUR 50,- € will be charged.

### Privacy policy

Your data will be used to organize the event. We also like to inform you about other future events. By registering you agree that you can be contacted by phone fax or email. This consent may be revoked at any time. During the event, photos and videos are made, which will be used on our website, for press releases and flyers for other events. If you do not agree please contact us on the day of the event.

### Cancellation and representation

You can always file a representation. For cancellations we have received in writing more than 5 days before the event the full amount will be refunded as a voucher valid for one year to another event at the Karl-Heinz Sauter Services and Consulting GmbH.

### Further information

More information about this topic, also about the fast development of marketable remote services, interesting concepts and the actual flyer please see  
[www.remoteserviceforum.de](http://www.remoteserviceforum.de)

### Karl-Heinz Sauter Services und Consulting GmbH

Hoffmannstr. 176/1 - 71229 Leonberg - Germany  
Tel.: +49 (0)7152 – 394 744  
Fax: +49 (0)7152 – 25534 or +49 (0)7152 – 394 584

Questions about this event will be answered by  
Mr. Stefan Weißenfeld by phone +49 (0) 151- 15 988 331  
and by E-Mail: [s.weissenfeld@khsauter.de](mailto:s.weissenfeld@khsauter.de).

### This invitation is received by the organizer

Registration by [www.khsauter.de/events](http://www.khsauter.de/events) or by

Fax1: +49 (0)7152 / 25534 Fax2: +49 (0)7152 / 394584

Host:



Industrie- und Handelskammer  
Karlsruhe

Organizer:

