

**Staff Mobile**  
*At the patient's  
bed with an app*

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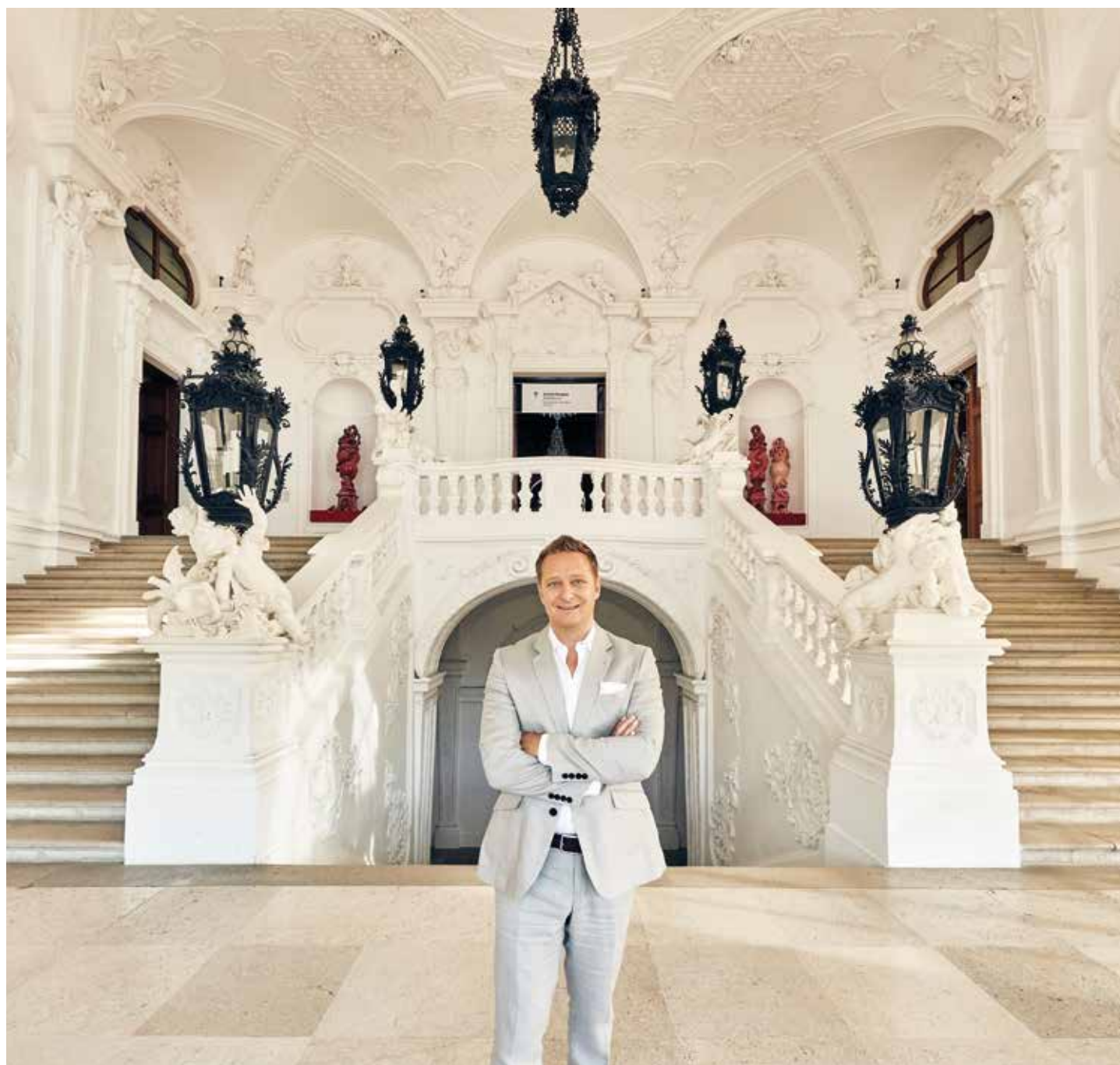
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# fire&care





# Editorial

**Dear customers and business associates,** Our German subsidiary Securiton – which, like Schrack Seconet, belongs to the international Securitas Group Switzerland – is celebrating its 40th anniversary this year. The success story of Securiton Germany began as a one-man business in 1978, with the development of special fire safety systems. Today, the company has around 360 employees and supplies the entire German market with modern security solutions. Like at Schrack Seconet, the portfolio includes fire detection and fire alarm systems, intelligent video security solutions as well as our IP-based communication system VISOCALL IP. I look forward to continued intensive dialogue and good cooperation!

## Protecting cultural buildings with sensitivity

Close cooperation and careful consideration of precise requirements are required, especially when it comes to security solutions for heritage-listed cultural buildings. For example, we recently installed virtually invisible infrared detectors, which need just a single cable entry, in Vienna's Baroque Belvedere Palace. In our cover story on page 8, you can read about the challenges that had to be overcome and what technical expertise is generally needed, in addition to

standard components for the fire safety of cultural buildings such as the Museum of Modern Art in Salzburg.

## Security and convenience

We present you with even more best-practice examples of our systems starting on page 4: amongst other things, learn how 16 fire alarm control panels and around 12,000 fire detectors secure the World Cup Luzhniki Stadium in Moscow, which received a technical overhaul from us, and why the exclusive Meitra private hospital in the Indian state of Kerala trusts in our communication system VISOCALL IP.

## Customer Service 4.0

Finally, I recommend you also take a look at how Smart Services and digitalisation are massively improving our customer service – to your advantage, we believe. On page 16, you can read more about this in the interview with René Türk, who heads up Product Management Information Systems at Schrack Seconet and has been helping to shape the digital era in customer service since day one.

Enjoy your read!

Yours truly, Wolfgang Kern



PHOTO: SCHRACK TECHNIK

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*Comment: Gertraud Leimüller,  
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PHOTO: THOMAS TOPF

## IMPRINT

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# VISOCALL IP is now mobile

**D**id you know that 90 percent of hospital staff will be using mobile technologies at their patients' beds by 2022? That is the result of the worldwide hospital study "Future of Healthcare" conducted by the Zebra Technologies Corporation in January 2018. Schrack Seconet is already prepared: "the mobile staff room" Staff Mobile from VISOCALL IP is the highlight of software release 6.1, which will be launched on the market in the fourth quarter of 2018.

## Fully informed on the go

The new Staff Mobile app runs on all mobile devices, i.e. on the Android smartphones or tablets of doctors and nursing staff. The mobile staff terminal displays everything that is also displayed on the terminal at the nursing station. A complete overview of what is happening on the ward is thus also guaranteed on the go. This is particularly helpful during night shifts or in the event of reduced staffing levels, because nursing staff can go straight to where they're needed without having to return to the nursing station first. In addition to the

alarm function, it is also possible to speak directly to the patient in question, who therefore feels safe and well looked after.

## Integrated into the ward's WLAN

Staff Mobile functions on a ward-specific basis. This means that calls are displayed when the mobile phone or tablet is connected via WLAN to the same network as the staff terminal. This avoids overlaps between different departments – the calls displayed are always current and



PHOTO: ALVAREZ / ISTOCK

relevant for the respective recipient. Up to 20 mobile devices can be included per ward.

## User feedback

"Mobility is becoming the new standard in patient care because it decisively improves communication in clinics," says Christian Wimmer, head of Product Management HealthCare at Schrack Seconet. "Consequently, there is a great deal of interest in Staff Mobile." Ultimately, user feedback is what will decide the direction that the further development of VISOCALL IP and mobile apps will take. This year, Schrack Seconet also started cooperating with universities of science and training centres for health and care professions. "Those who use the system every day know exactly what requirements the future will bring," says Wimmer, who is looking forward to a lively exchange of ideas at the upcoming MEDICA 2018. \*



**MEDICA 2018.** Schrack Seconet presents the latest innovations in the area of hospital communications to you at the world's leading trade fair for the medical industry from 12 to 15 November 2018 in Düsseldorf. Naturally, the highlight will be the mobile staff terminal, Staff Mobile, which can be tested live at the exhibition stand of Schrack Seconet. We will also be introducing optimised services and features with VISOCALL IP software release 6.1, which above all will increase performance in the area of data transmission. This will enable a further improvement in the quality of TV and multimedia applications.



# The highest standards for the 2018 World Cup

**G**azing over any panoramic view of Moscow, you can't miss it: the Luzhniki Stadium, which has hosted a large number of top-level sports events since its opening in 1956. On the occasion of the 2018 FIFA World Cup, the building – which is listed as a historical monument – was brought in line with the current state-of-the-art technology. A Building Management System (BMS) brought all the technical systems together. This ensures an optimal overview of the air conditioning, ventilation, lighting and fire alarm system in the stadium.

## **Around 12,000 fire detectors**

This job demanded the highest standards of the fire alarm systems: alongside maximum possible reliability and flexibility, a further requisite was that the maintenance also be kept simple. In addition, we had to make it possible to commission the systems on a step-by-step basis, as well as ensure backward and forward compatibility. The Schrack Seconet concept was successful in fulfilling all requirements. A total of 16 fire alarm control panels, 11,700

multi-sensor smoke detectors, and 40 aspirating smoke detectors have now been implemented.

## **Complex controls**

The entire area is divided into 111 extinguishing zones. If necessary, elaborate controls can be employed to initiate gaseous fire suppression in each section. The hazard management system SecoLOG IP displays all components in a clear, concise manner. One system coordinates the fire detection and fire alarm systems, another regulates the controls for the lifts in the event of a fire etc., and all this is topped off by two backup systems. Given the complexity of the project, a SecoNET fire alarm network integrating all components was also implemented. Last but not least, Schrack Seconet installed VISOCALL IP call systems in the bathroom facilities – these comply with the high Russian standards for the safety of physically disabled people. \*

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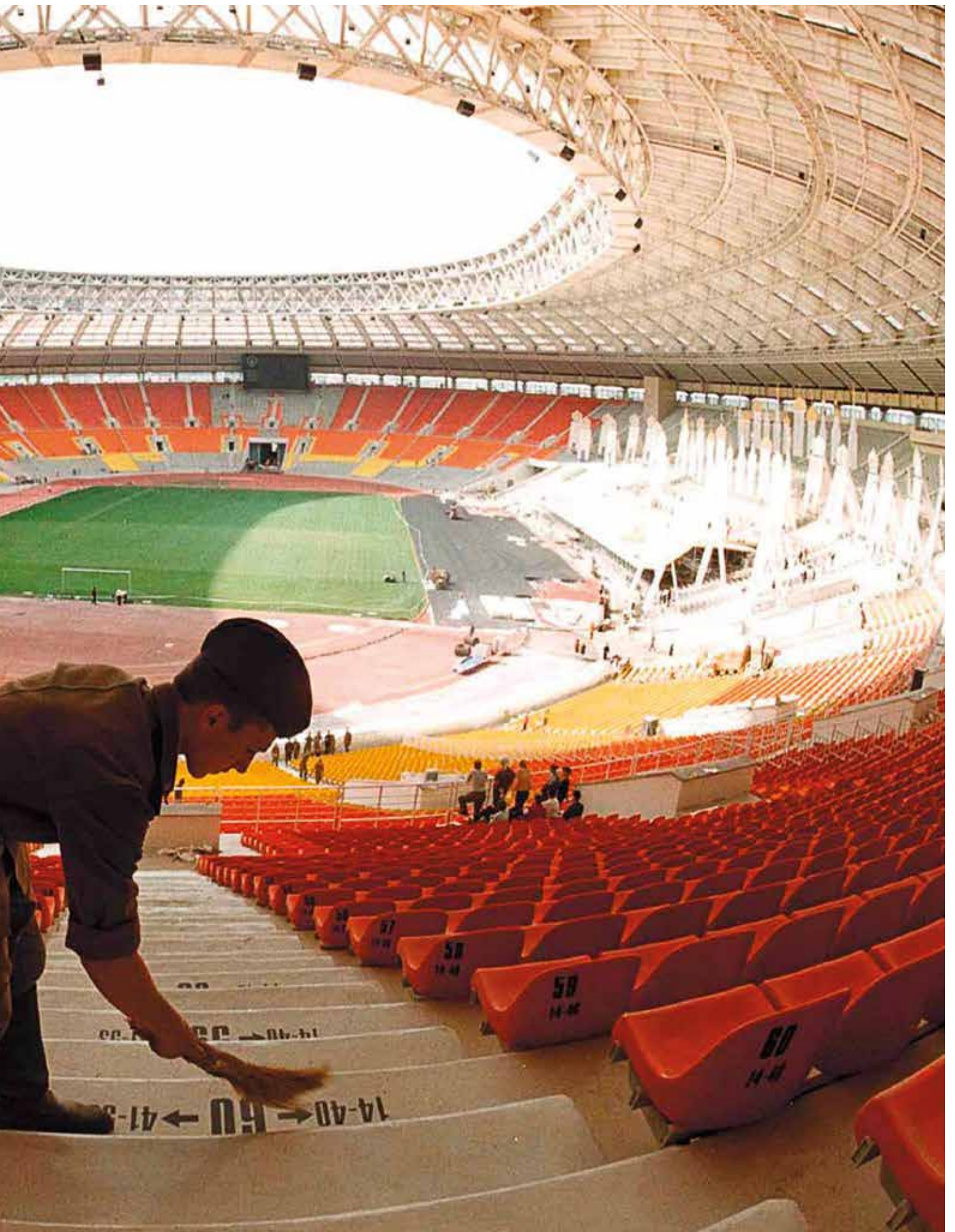
## **Schrack Seconet and the World Cup**

### **Luzhniki in Moscow**

*A total of seven games were played at the Luzhniki Stadium during the 2018 World Cup, including the opening game on 14 June 2018 and the final on 15 July 2018. The Luzhniki is the third largest football stadium in Europe; it was opened in 1956 and was extensively remodelled for the first time in 1980, when the Summer Olympics took place. It is designed to hold 81,000 spectators.*

### **Zenit in Sankt Petersburg**

*In addition to this, Schrack Seconet also fitted the Zenit Arena in Saint Petersburg with fire detection and fire alarm systems. The World Cup's second-largest stadium offers 56,000 seats and, among other things, is where the semi-final took place. It was newly constructed and is home to FC Zenit Saint Petersburg.*



# Full protection for new logistics centre of Schrack Technik



## The successors of the Schrack dynasty

### Schrack Technik.

*The identical brand name 'Schrack' found in Schrack Technik and Schrack Seconet is no coincidence: both companies come from the original Schrack dynasty, which later bore the name Schrack Ericsson. Today, they are economically independent companies that both enjoy a market-leading position in their respective field.*

**T**he Viennese company Schrack Technik GmbH is a leading technology company in the areas of networking, optimisation and security for energy and data. The product portfolio ranges from control cabinets, relays and circuit breakers to lights and data network products. A particular asset for the more than 25,000 customers in 13 countries is the high availability of the products. In order to keep improving this despite heavy growth, Schrack Technik is currently constructing a 19,000 square metre logistics centre in Achau, to the south of Vienna. The company is opting for solutions from Schrack Seconet for their fire safety, alarm and video monitoring at the new logistics centre. And Schrack will also put its trust in Schrack for the access control.

### Sensitive protection

The outer shell of the logistics centre is already up, and the interior is currently being fitted out. Schrack Seconet supplied the fire alarm control panel, type Integral IP, with combined smoke/heat detectors, type MTD 533X, as well as smoke aspirating systems in the high rack warehouse and in

the server room, where a system of pipes checks and evaluates the air drawn in for smoke particles, in order to detect fires as early as possible.

Schrack Seconet will soon be setting up a modern video surveillance system that is specifically tailored to the customer's needs. Furthermore, access control with individual authorisations will be implemented, because unlike many other companies, Schrack Technik is not building a fully automated warehouse but a manually controlled distribution centre that is intended to ensure the quality of deliveries with around 100 highly qualified employees. The employees receive a token that interacts with an authorisation concept run-

The new logistics centre of Schrack Technik in Achau will move into full operation this year - the fire safety, alarm and video monitoring as well as the access control are provided by Schrack Seconet.



PHOTOS: SCHRACK TECHNIK

ning in the background. Schrack Seconet is also supplying a time recording system that records the presence of the employees via terminals and transfers the data to the payroll and accounting programme via an interface.

#### Central location

The new logistics centre in Achau, which bundles all the existing warehouse locations of Schrack Technik in the Vienna area, should start trial runs as early as this September. Regular operations will commence at the end of 2018 - monitored with state-of-the-art, full protection from Schrack Seconet. \*

# India: top-class clinic Meitra relies on VISOCALL IP



**I**n autumn of 2017, the Meitra hospital opened its doors in Calicut, in the Indian state of Kerala. Alongside medical services in line with international standards, private patients from all over the world also enjoy exclusive rooms with all the comforts of a hotel. VISOCALL IP, the trusted communication and nurse call system by Schrack Seconet, played a significant role in this development.

#### Competence and research

The specialised hospital is a milestone in the efforts to develop the Kerala region into an Indian hub for health tourism. It has competence and research centres for cardiology, vascular surgery, orthopaedics and neurology, to name a few. It currently houses 209 beds - including intensive units - which are to be increased to 500. A section of the clinic is reserved for impoverished patients from the region, who are treated free of charge.

#### All in one

The major advantage of VISOCALL IP is that the IP-based platform integrates several systems, in accordance with the principle "All in one and one for all". One standardised cable for data, language and multimedia, which also makes use of available network structures, is all that is required. This not only makes the solution particularly effective, but also cost-efficient - an argument that helped win over the operators of the Meitra hospital. VISOCALL

IP offers a modern nurse call solution, with whose help patients and nursing staff are able to use speech-based communication in both directions. At the same time, the patients can make use of VoIP telephone services from their beds to stay in touch with the outside world, and can enjoy radio, TV and multimedia as well as internet services if desired.

#### Full equipment of all facilities underway

So far, Schrack Seconet has installed a total of 160 patient handsets with an integrated telephone function, 145 communication terminals, 16 staff terminals at the nurses' stations as well as 20 text terminals along the corridors in the Meitra hospital. Step by step, the hospital units that are still in the planning stage or under construction are also being fitted with VISOCALL IP. \*

VISOCALL IP by Schrack Seconet is a certified full IP nurse call system that has taken over hospital communication all over the globe. Its modular structure makes it possible to connect to various functions as needed at any time, such as the solution for protecting patients with dementia, the logging of care data or a billing system.

WE PROTECT LIVES. WE SECURE VALUES.

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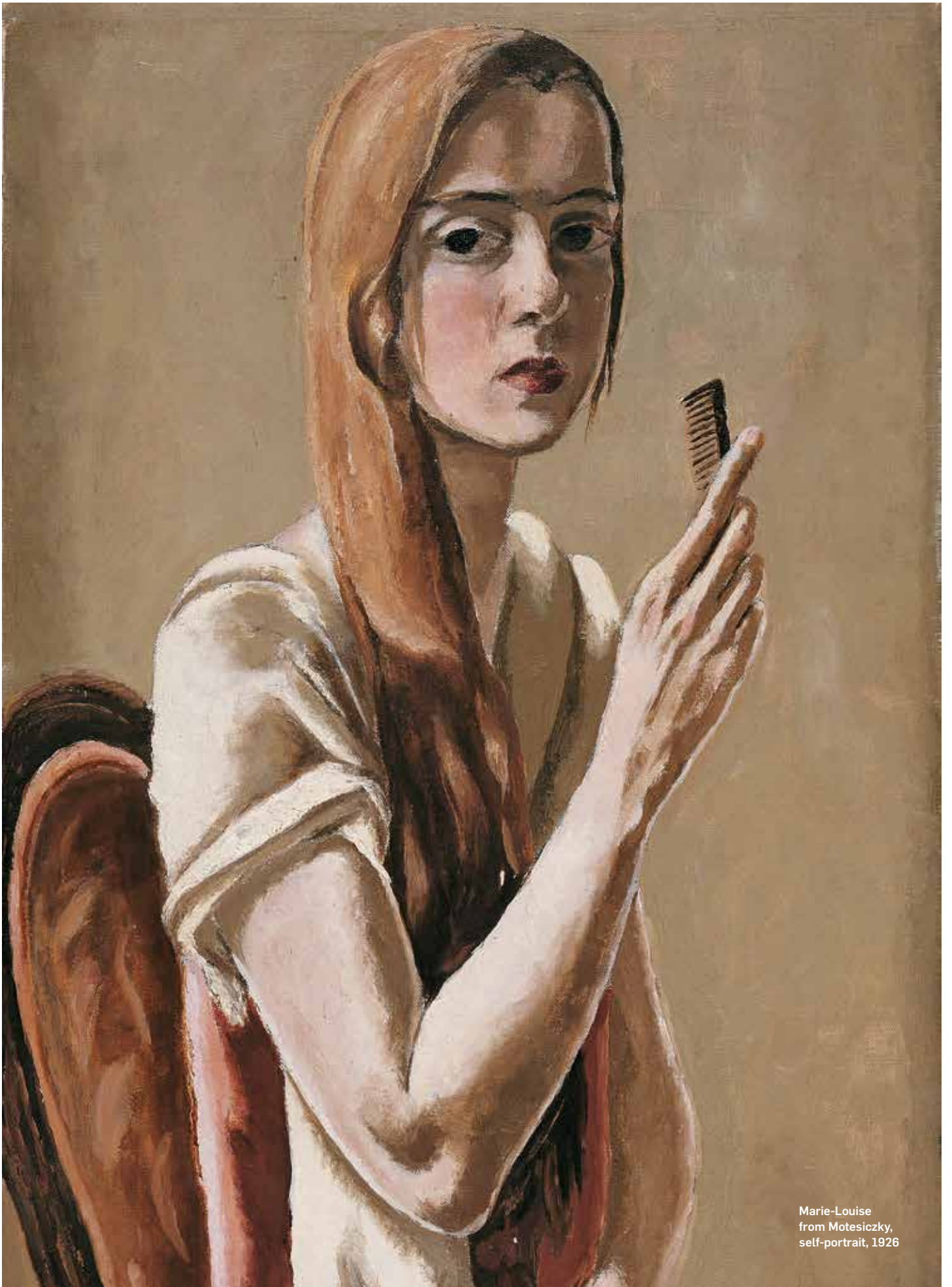
# Art for posterity



IMPERIAL SPLENDOUR AND AVANT-GARDE ARCHITECTURE – BOTH HAVE THEIR PLACE IN AUSTRIA, THE COUNTRY OF CULTURE. THE BUILDINGS AND THEIR INTERIORS ARE OFTEN OF UNIQUE VALUE. FIRE CAN CAUSE CULTURAL ASSETS TO BE LOST FOREVER, MAKING MAXIMUM SAFETY OF PARTICULAR IMPORTANCE. SCHRACK SECONET IS EQUIPPED FOR ESPECIALLY CHALLENGING FRAMEWORK CONDITIONS WITH STATE-OF-THE-ART TECHNOLOGICAL SOLUTIONS.

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Marie-Louise  
from Motesiczky,  
self-portrait, 1926

**T**he technical fire safety systems used for cultural assets require extraordinary expertise that very often goes beyond classic standard components: who wants to come face-to-face with a fire detector while viewing a Baroque fresco? “We proceed with special caution when it comes to heritage-listed buildings. Each drill hole has to be approved, and we look closely in advance at how, what we do, can be done as discreetly as possible,” says Markus Korunka, head of the Vienna branch office of Schrack Seconet.

**World cultural heritage: Belvedere**

Even more so than with other projects, cultural buildings require precise consideration of which solution can best cover the specific requirements. In the Upper Belvedere in Vienna, a combination of several products delivers optimal safety. The former residence of Prince Eugene of Savoy ranks amongst the most beautiful of Baroque structures. At the time of Maria Theresa, a publicly accessible portrait gallery was created; today, it houses the most important collection of Austrian art from the Middle Ages down to the present.

The prestigious palace is a UNESCO World Cultural Heritage site and has depended on solutions from Schrack Seconet for almost 20 years. The fire alarm system was recently upgraded to state-of-the-art IP technology. Detection is provided by 400 automatic fire detectors as well as several linear smoke detectors. With such linear detectors, an invisible infrared light is projected between a transmitter and a receiver. If the light beam is clouded by smoke, for example, the system emits an alarm. The wiring effort is reduced, as cable entry is only necessary at one point. “Infrared detectors are therefore a good solution when laying cables

under the plaster or in cable ducts is not possible. In this case, we often run the cabling along the cornice,” explains Markus Korunka. Linear detectors can monitor larger areas, making them suitable for large halls, long corridors and even rooms with high ceilings. They are frequently used in cultural buildings.

**Salzburg: Pioneering project**

Smoke aspirating systems are another special fire alarm system that is often used in cultural buildings nowadays – Schrack Seconet completed a pilot project with them at the Museum of Modern Art in Salzburg. Situated high above the Old Town of Salzburg, the museum opened in 2004 and displays exhibitions of modern and contemporary art that are highly regarded around the world. While Untersberg marble clads the exterior walls, many



PHOTO: OUIREL MORGENZSTERN / BELVEDERE, WIEN



PHOTO: MARGHERITA SPILUTTINI

Baroque stucco architecture in the Upper Belvedere in Vienna (left and right at top) and purist staircase in the Museum of Modern Art Salzburg (bottom right) – both buildings are superbly and almost invisibly protected with fire detection and fire alarm systems from Schrack Seconet. The openings of the aspirating smoke detectors in the Museum of Modern Art are just a few millimetres across.



*“We proceed with special caution when it comes to heritage-listed buildings. We look very precisely at how the installation can be as discreet as possible.”*

Markus Korunka  
 Schrack Seconet  
 Branch manager Vienna,  
 Lower Austria, Burgenland

of the walls inside the museum are made of exposed concrete that had to remain intact. The entire building technology was therefore inserted into the concrete ceilings, and an alternative to the conventional point detectors was also required for preventative fire safety. Schrack Seconet proposed using smoke aspirating systems. These enable almost invisible detection: tubes with small openings, through which air samples are constantly taken, are laid in the room. These samples are tested in a separate evaluation unit. If smoke particles are found, the system triggers an alarm. “We were the only provider able to present a convincing solution. Our Swiss subsidiary had already implemented a similar concept in a museum. So it was clearly technically feasible,” remembers project manager Johann Mösl from Schrack Seconet.

**Security cast in concrete**

The special ceiling structure in Salzburg required intensive coordination of all trades. “A proto-ceiling was also made to determine how



PHOTO: BELVEDERE, WIEN



PHOTO: MUSEUM DER MODERNE SALZBURG

fluid the concrete had to be,” says Mösl. Each ceiling construction was individually approved before it was actually laid in concrete – at the same time, we checked whether all components were correctly fastened. The effort involved was considerable, but the concept proved its worth: “The smoke aspirating systems are extremely safe and reliable and there really are only small openings visible in the ceiling,” says Gerald Horn, head of technology at the Museum of Modern Art Salzburg. What mattered was setting the correct sensitivity. “In particular, remodelling for new exhibitions generates high levels of dust pollution. Such air pollution initially triggered frequent deceptive alarms,” remembers Horn. Starting with a more sensitive setting – after all, ir-reparable works of art are exhibited in the museum – the response level was gradually adjusted until the right sensitivity was found.

**Diverse solutions in the MAK**  
In some buildings, it makes sense to install a combination of three technical solution– such as in the MAK, the Austrian Museum of Applied Art/Contemporary Art in Vienna. Applied art, architecture and design enter into fertile dialogue in the magnificent building on the Ringstrasse boulevard. The museum’s halls, which cover a total of 2,700 m<sup>2</sup>, are amongst the largest exhibition spaces in Austria. Three systems are used today for early fire detection: in addition to 600 automatic fire detectors, there are also many linear detectors and a smoke aspirating system; all systems are centrally controlled via a fire alarm operation control system.

#### **Radio controlled smoke detectors as an alternative**

In some instances, none of the cable-based systems is possible, neither point nor linear nor aspirating



PHOTO: MUSEUM DER MODERNE SALZBURG / MARC HAADER



PHOTO: MAK/GEORG MAVER



PHOTO: MAK/KATRIN WISSKIRCHEN

The Museum of Modern Art Salzburg (top and right) and the MAK – Austrian Museum of Applied Art / Contemporary Art (middle and bottom) have counted on fire detection and fire alarm systems from Schrack Seconet for many years.

smoke detectors. Markus Korunka explains this by saying that, “In principle, a wired connection is our first choice for secure data transmission. If this is not actually possible, radio controlled smoke detectors are a good option. In Palais Coburg in Vienna, cabling was simply impossible in many of its magnificent rooms and also in areas of the wine cellar, so we installed radio controlled smoke detectors.” Which means the fine wines are also well protected. ✱

MARIINSKY-2

## Fire alarm technology at the cutting edge

*Schrack Seconet implements groundbreaking fire alarm technology not only in Austria, but also in other European countries, such as the newly opened Mariinsky Theatre in St. Petersburg, which opened in 2013. This second stage offers a large auditorium and other performance spaces with 2,000 seats and is located on the Kryukov canal, just behind the historic Mariinsky Theatre. The new construction of the opera and ballet house has excellent acoustics and state-of-the-art technology - not least thanks to the fire alarm system from Schrack Seconet: the new theatre building has 6,000 multiple sensor detectors as well as several linear smoke detectors. They protect the auditorium and the rooms under the stage, where there are many small chambers. Point detectors would not have been able to offer comparable protection here due to the complicated formation of smoke. The components are connected via a SecoNET network. In addition, Schrack Seconet’s systems also control the extinguishing systems with gas and water.*



PHOTO: OLGA VISAVI / FOTOBANK LORI



Walter Pichler, Pneumatic Room,  
(Prototype 5), 1966, Collection Generali  
Foundation (on permanent loan to the  
Museum of Modern Art Salzburg).

# Invisible guards

SPECIAL FIRE ALARM SYSTEMS ARE USED WHEN ENVIRONMENTAL CONDITIONS AND MATERIALS REQUIRE IT. IF FLAMES FORM IMMEDIATELY IN THE EVENT OF A FIRE, FLAME DETECTORS ARE USED TO RELIABLY DETECT THE PRESENCE OF A FIRE.

**I**n principle, a distinction is made between two different types: flame detectors that detect in the infrared range are used for visible fires; detectors that monitor in the UV range are used for invisible fires. Infrared detectors are extremely good at detecting smokeless fires involving liquids or gases. However, they are unable to detect any fires involving entirely inorganic materials such as hydrogen, phosphorous, sodium, magnesium and sulphur.

High-quality infrared detectors measure the wavelength of the carbon dioxide as well as the wavelengths of interfering radiation. An organic fire has a different light spectrum from sunlight or a hot body, meaning that it is possible to distinguish between a real fire

Flame detectors are extremely good at detecting smokeless fires involving liquids or gases.

and a deceptive reading. Very often, triple detectors are used: the signals of three independent sensors are evaluated to obtain a particularly high level of certainty about deceptive alarms.

UV detectors are mainly used with materials that do not contain carbon and which cause invisible fires. These detectors react to electromagnetic radiation in the UV range that is emitted by flames. In addition, there are also combined infrared and UV detectors – these are especially resistant to extreme sources of disturbance. In this case, an alarm is triggered only when both sensors detect a fire.

#### Areas of use

Flame detectors are typically used in the chemical industry, paint shops, tank stores, engine test beds, oil and gas transport platforms, holds for ship machinery, cargo ships, aircraft hangars, etc. Flame detectors are also installed in warehouses where the stored goods could result in the rapid formation of flames. Most flame detectors also meet the requirements for areas at

Tank farms are among the typical fields of applications of modern special fire alarm systems from Schrack Seconet.

risk of explosion as defined by the ATEX guidelines. Sensor heaters that prevent freezing over are available for outdoor areas.

#### Direct intervisibility

Appropriate application know-how is required in order to plan flame detectors correctly. They are usually positioned in the upper corners of a room and with a tilt angle of 45 degrees. Particularly good coverage of the monitored area is achieved in this manner. The detectors require direct intervisibility to the possible source of danger. If certain areas are out of the line of sight, these zones have to be detected by other detectors.

Flame detectors are tied into the loop technology of the fire alarm control panel Integral IP via loop modules. Country-specific guidelines must be followed for the planning in question. \*



PHOTO: WANDENESKER / ISTOCK



Live at Exposanità: Gabriele Guidi, Roberta Lattanzi and Michael Reisinger from Schrack Seconet together with representatives of partner companies.

## Successful in Bologna

More than 600 exhibitors presented innovative solutions for the healthcare sector at Exposanità in Bologna. The international HealthCare trade fair lasted four days and has now been held on 21 occasions. Schrack Seconet was represented with its own booth, the highlight of which was obviously the VISOCALL IP communication system. The innovations were particularly interesting for the visitors: attendances can now be very easily recorded via contactless chip cards using RFID terminals in patient rooms, while the new "Staff Mobile" app always provides an up-to-date overview of what is happening on the ward. An integration of the WILDIX telephone system was also presented. \*

## Live in London

FIREX welcomed around 17,000 visitors through its doors in London in June 2018. Once again, the international trade fair brought together the entire range of solutions on the topic of fire safety under one roof. Trade visitors from around the world were able to experience the Integral IP fire detection and fire alarm systems live at the Schrack Seconet booth. The communication system VISOCALL IP was also presented again, as it was the year before. In 2019, FIREX will be held from 18 to 20 June and Schrack Seconet will take part again, of course. \*



**13 km**  
OF FIRE ALARM LINES

WERE LAID INSIDE THE MOUNTAIN DURING THE CONSTRUCTION OF THE OBERVERMUNTWERK II POWER STATION. THE NEW POWER STATION IN VORARLBERG IS SCHEDULED TO GO INTO OPERATION IN 2018.



PHOTO: SUPPARSGRN / ISTOCK

## Smart Building 2030

Digitisation is just the beginning, forecasts a study by the trend research institute 2b AHEAD in collaboration with our subsidiary Hekatron. Not least thanks to ever more powerful sensors and intelligent systems, it will in future be possible to record increasingly precise data and to significantly expand the analytical possibilities. By 2030, several intermediate steps will make it possible to develop an autonomous building in which systems can communicate with each other without a defined network structure. With this in mind, the aim must be to think about security technology in different terms in future and to develop new business models. \*

## Artificial Intelligence

A new study by the healthcare organisation HIMSS is investigating the significance of Artificial Intelligence (AI) in healthcare. According to results obtained so far, the use of such solutions is currently still a rarity in Europe, although one quarter of the health organisations surveyed are planning to introduce such an application within the next three years. Improved workflows and research are seen as being the most important focal points of AI. Central counter-arguments are the still insufficient degree of development maturity, the lack of trust shown by employees in healthcare, and data protection. \*



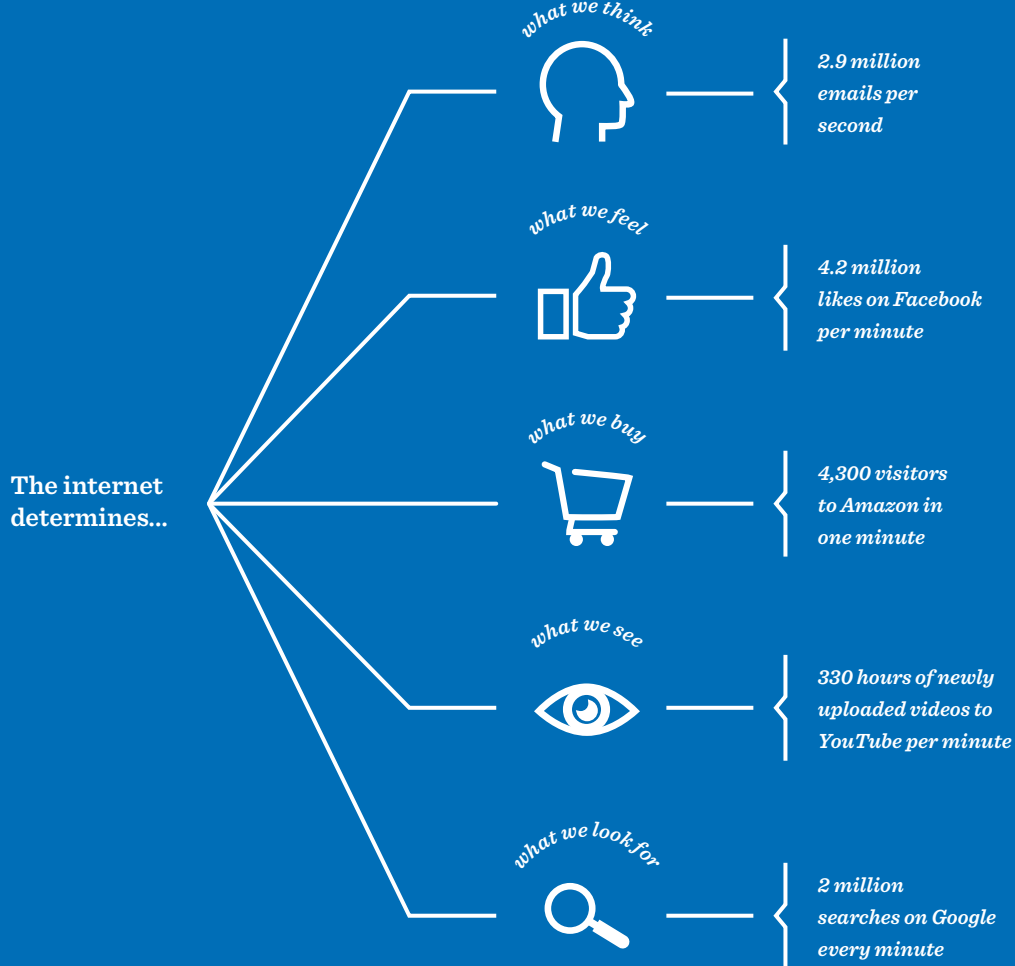
## Extended branch office

The branch office of Schrack Seconet in Graz has been significantly enlarged. "Since the founding of Schrack Seconet in 1994, we have been growing by an average of one person a year and so have nearly run out of space. Thanks to a happy coincidence, we have now been able to add space to our

existing location. We have literally created space for ourselves and now have the reserves necessary for further growth," explains branch office manager Christoph Jaritz. The conversion included the construction of further offices as well as new communication zones and social areas, plus a prestigious conference room for customer appointments and internal meetings. The design corresponds to the new look of the headquarters in Vienna, which were also recently remodelled and extended. \*



# The digital world of today and tomorrow





**D**igitisation is changing the world of business forever – greater transparency, efficiency and service are three central keywords in this regard. At the event “Smart Services for Building Security” in Graz, René Türk from Schrack Seconet spoke about the digital era in customer service. In the interview, he went into more detail on specific projects surrounding the S2service platform and possible future developments.

**fire&care — The digital transformation is currently presenting companies with major challenges. How is Schrack Seconet dealing with them?**

**René Türk —** New players with zero industry experience are popping up in many areas at the moment. For this and other reasons, digitisation brings opportunities as well as risks for established companies. It is important to ask oneself in depth: What exactly are the questions arising from the digital transformation? – In the context of corporate strategy, this means: How do we change our business model, how do we reposition ourselves? And in the area of implementation: How can we realise innovations that inspire our customers for the long term?

**fire&care — What do the answers to these fundamental questions about digitisation look like at Schrack Seconet?**

**René Türk —** We have decided to open ourselves up to the digital transformation and play an active role in the area of digital platforms. Nobody yet knows what the situation will actually look like in a few years from now – we are currently witnessing an enormous acceleration and the pressure coming from the market is very high. It is therefore vital that we remain agile and flexible, in order to be able to rapidly deal with any changes.

**fire&care — One specific area that Schrack Seconet devotes its efforts to is customer service. What is changing here?**

**René Türk —** We are particularly concerned with giving the technician on site the best level of support for his work. Using a mobile device, he has on-site access to information about the system and the installed components via our digital platform. The system gives him specific recommendations for action based on the available component data. Our S2service platform supports him in the analysis and in reaching decisions. This is an important aspect of quality assurance: regardless of which technician is on site, all faults and pending tasks are dealt with reliably. This allows us to further increase the quality of our service.

**fire&care — Where has this already been implemented?**

**René Türk —** We pursue development from the inside out. In Austria, we have been using the tools of the S2service platform for quite some time already to support our processes. Step by step, we are working on their further development. The next step will involve digitising further manual activities. This will make many processes more efficient. For example, if a technician documents a fault on site, this information is immediately made available to the entire group, and a colleague can then make an offer to the customer right away on the basis of the documentation concerning the fault.

**fire&care — Isn't a key topic the merging of information and systems?**

**René Türk —** Yes, very many different systems are needed nowadays to obtain the key information. System documents are held in a document management system, service and fault logs are accessed on the

file server, the customer data are located in an ERP system. All in all, it's about advancing the connectivity of the devices and merging information via standardised interfaces. At Schrack Seconet, we have deliberately opted for open access, and see the future in the integration of platforms.

**fire&care — In your presentation, you also spoke about smart services – who is this aimed at?**

**René Türk —** Our focus is not only on the technician; the benefit for the customer is also extremely important. He or she can profit hugely from the information generated. Digitisation therefore offers opportunities for creating new, positive customer experiences. Smart services, such as apps, are transforming existing service models – that is already reality with us. Overall, digitisation facilitates networking with the customer: interaction points are offered throughout the entire life-cycle of a system. This makes data and knowledge transparent; providing them creates a new benefit for the customer.



**ABOUT THE PERSON**

**René Türk** graduated from the University of Applied Sciences Wiener Neustadt

for Economy and Technology with a degree in Precision, System and Information Technology, majoring in industrial engineering, and holds a master's degree in technical product management. He heads Product Management Information Systems at Schrack Seconet.

PHOTO: THOMAS TOPF

# OPEN INNOVATION



**I**n an intensively networked world, groundbreaking innovations no longer arise in the laboratory, in an R&D institute or in a single data space. They frequently arise outside: from users who are no longer happy with the status quo, from start-ups with crazy ideas, or in online communities of like-minded people. Good examples of this are the Firefox web browser, which many people use every day to navigate the internet and which was developed as Open Source by software programmers scattered around the world, or Strati, the first car to come off a 3D printer and which was printed after an open innovation competition involving participants from more than 30 countries.

## Faster and more successful

Open Innovation means that companies deliberately open up their innovation processes in order to obtain partners and knowledge from outside, and conversely to participate in the innovation initiatives of other organisations. That makes them quicker and more competitive than would ever be possible through in-house innovation alone. However, no two Open Innovation programmes are the same: some companies crowd-source ideas, which means collecting new solutions via widespread online challenges; oth-

ers in turn work together with hand-picked lead users and lead experts in co-creation workshops or build innovation networks out of start-ups, scientists and potential customers. And some work with all methods simultaneously, such as major firms like Procter & Gamble, Schindler, Philips or LEGO. Different methods are required depending on the subject and objectives. Intelligence is about selecting the right Open Innovation method for a task.

## Don't pass the market by

The digital transformation, which has since taken hold of all industries, has become a major driver for open innovation processes. On the one hand, digitisation is leading to a broad rethinking of what the radicality of innovations involves: Companies are aware that they have to rethink not only individual products but also the whole business model (how a product or service is produced, marketed and distributed). This happens only rarely without opening up to the outside world. The danger of innovation that passes by the market's actual needs from the outset is too great. On the other hand, digital tools simplify the search for external providers of ideas and innovation partners, either through mechanisms of self-selection as in idea challenges or via active search processes: social media, thematic online communities and databases help to find very specific innovation competences in one's own industry, cross-industry or in

science – similar to the search for the needle in the haystack, only with digital support.

## Intellectual property can be protected

A common misconception is that it is no longer possible to protect intellectual property if Open Innovation methods are used. That is fundamentally wrong. What Open Innovation definitely does need is an open attitude: companies that are unable to meet a start-up or individual external idea provider on appreciative and respectful terms as equals should leave Open Innovation well alone. The match of big against small is long over: what counts is speed, openness and cleverness. \*



**Dr. Gertraud Leimüller, MPA**

(Harvard) is the founder and managing director of winnovation. The Viennese company is one of the leading Open Innovation agencies in Europe and one of the biggest innovation agencies in Austria, with 11 permanent employees. Amongst other things, winnovation provided technical support in Austria for the development of the first national Open Innovation strategy in the EU. Leimüller was inspired to found winnovation through study visits to Harvard University and the Massachusetts Institute of Technology (MIT).

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