



USER REPORT

# Quality Creates Trust with noax Industrial PCs and Logistics Terminals at Bosch Pet Food



# NOAX INDUSTRIAL PCS RELIABLE AND STABLE, ALWAYS

noax supports production & logistics at  
bosch Tiernahrung – with custom-fit hardware for every  
industrial area of application

## Strong together: experience and quality

Excellent feed, 100% Made In Germany – that's what the medium-sized family business bosch Tiernahrung stands for. Since 1960, high-quality pet food products for dogs and cats have been produced in Blaufelden-Wiesenbach according to food standards. Today, more than 900 employees produce top-quality dry food and snacks on state-of-the-art production and packaging equipment. For around 6 years, industrial computers from noax have been supporting reliable feed production from regional raw materials – in addition to 100% Made in Germany, experience and quality connect the two family-owned companies.

After introducing noax stainless steel IPCs in hygienic design in the wet area in 2016, bosch also equipped the logistics area with smart noax industrial PCs in 2018 and 2020. In both areas, the hardware is fail-safe and works to the fullest satisfactory, as Head of IT Gunnar Langpeter confirms: "The devices are just right for this area of application ... I would go for noax again any time."

### THE USER / THE COMPANY

- High Quality Pet Food Products Made in Germany
- noax IPCs in use in wet & logistics areas

»noax IPCs always run  
reliably and steadily  
in all areas!«

GUNNAR LANGPETER

»The expectations were absolutely fulfilled,  
we are very satisfied.«

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## Hygienic Industrial PCs impress with durability, robustness and functionality

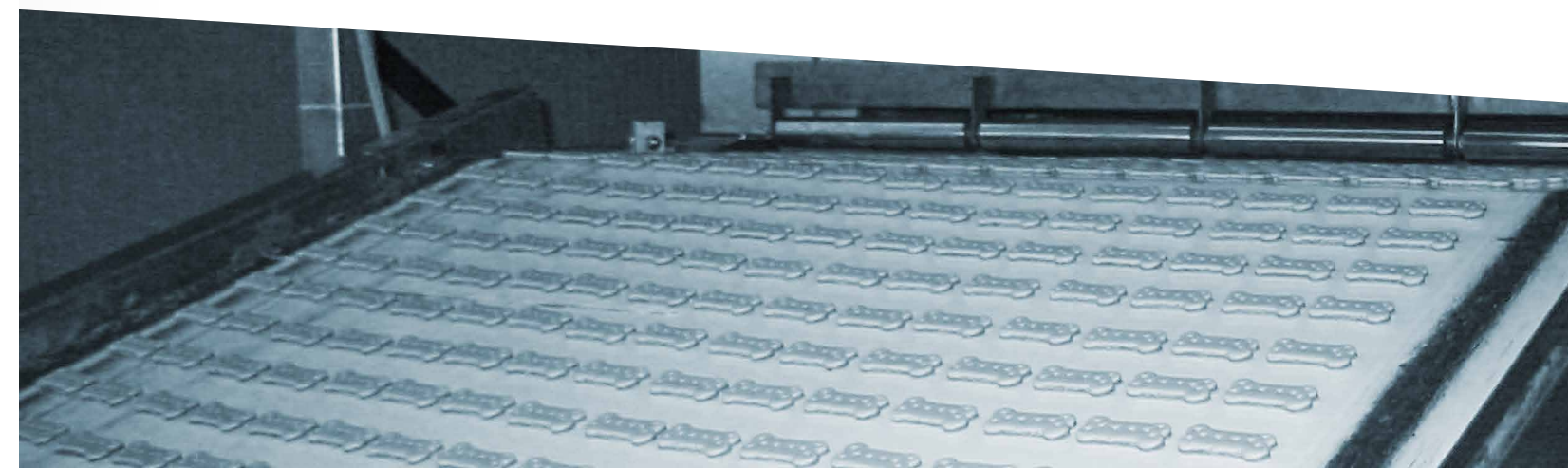
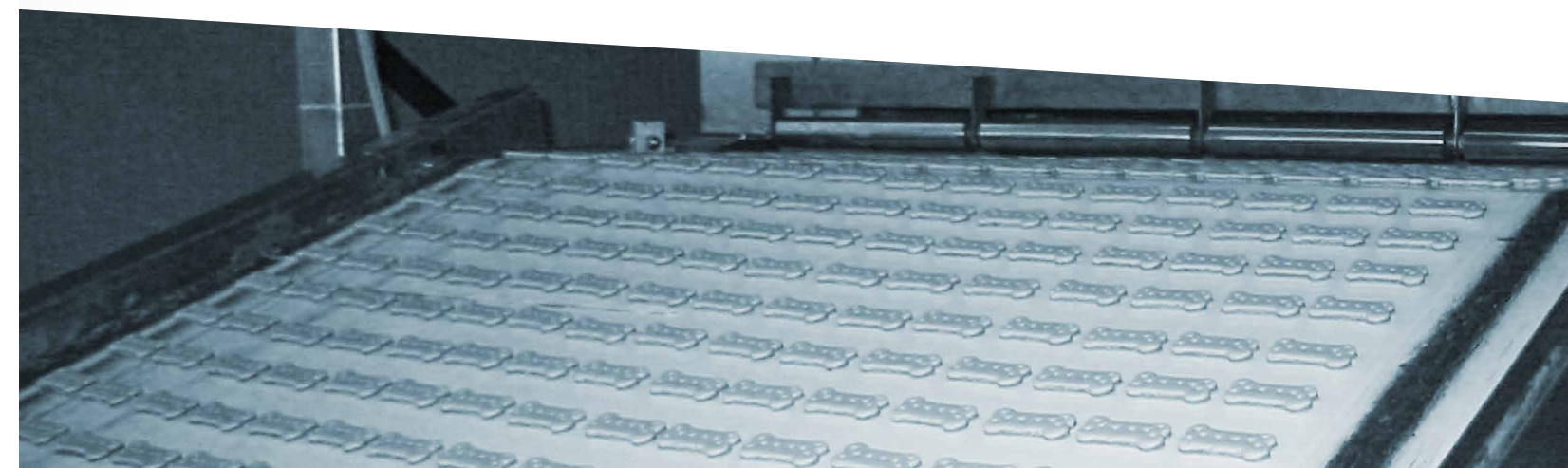
The starting point for the cooperation was from the recommendation of the chief electrician at the time, who had seen the noax devices at a trade show. noax stainless steel IPCs in Hygienic Design subsequently replaced the impractical, existing solution: For order processing, normal PCs were available in makeshift offices – a structure that caused long distances to the machines and multiple delays. Today, the all-round protected noax industrial PCs are used directly in the production process.

In order to meet the high quality standards and hygiene regulations for the production of food-grade feed, noax industrial PCs have certified 2x 360° IP69K all-round protection including hygienic design in accordance with HACCP guidelines. This means that daily

hygienic cleaning of noax industrial computers with water, acids or alkalis is no challenge. The large, bright display of noax industrial PCs is also easy to handle and operate. "Employees sometimes type a little harder or use wet gloves, even with dirt adhering – the devices are completely unfazed and can also be cleaned with the steam jet, they are completely resistant to environmental influences and stable during rough operation," praises Gunnar Langpeter.

### THE INITIAL SITUATION IN THE HYGIENE SECTOR

- No practicable solution
- Hardware not directly in the hygiene area
- Delayed and incorrect data acquisition





## Smart & Compact Logistics Solution The Forklift Terminals Convinced Us Right Away

After being completely satisfied with the durability, robustness and functionality of the stainless steel hardware acquired in 2016 for the production area, the reliable noax hardware came into focus in the search for a better solution for the forklift terminals. Previously, the mobile vehicle computers used here were difficult to manage and cumbersome to the user, hardware errors occurred frequently and the WLAN connection was also unstable. Many failures and a high administrative effort made a replacement necessary. "The effort was completely disproportionate; we needed something reliable," summarizes Gunnar Langpeter. The requirements in logistics were quickly outlined: stable WLAN, reliable, robust and easy to manage. The hope of those responsible was that the logistics devices would prove to be as reliable as the hardware in the wet area, and it came true: "The devices are just right for this area of application. noax may not be an entirely inexpensive

manufacturer, but the price corresponds to the quality. We were also immediately convinced by the forklift terminals – with stable WLAN, Windows and multi-touch, everything can be read directly – this was not possible with the old solution."

Today, a total of 43 noax logistics terminals are in use in the logistics area, plus 13 hygiene computers – a total of 56 noax devices that reliably support the employees in feed production and logistics. noax hardware proves itself in refrigerated containers as well as in the blazing sun, in 100% humidity and rain, and on uneven roads: "The noax IPCs always run reliably and steadily."

### THE STARTING POINT IN THE LOGISTICS SECTOR

- Poor administration options
- Unstable WLAN connection
- Frequent failures

*»noax logistics terminals are in brutal use at our company – the forklifts drive around in the halls and outside: at -20 to + 40 degrees and high humidity, in the rain, whether it's storming or snowing.«*

GUNNAR LANGPETER

»NO NEWS  
IS GOOD NEWS«

### Successful & trusting cooperation

"Our expectations were absolutely met, we are very satisfied," boast Gunnar Langpeter. "I was always well advised, had competent contact persons – and a good feeling". True to the Swabian motto "No news is good news", the IT manager is fully satisfied when he doesn't have to see the hardware after the purchase: "That's the best case scenario, then they're running steadily out there!" Employee feedback on the noax logistics terminals is also consistently positive. With their safety, stability and ease of operation, the terminals make the perfect contribution to improving processes in the warehouse logistics.

Drivers not only appreciate the robustness and user-friendly operation with a wide variety of gloves, but also the stable WLAN connection of the hardware. Another big plus is that the forklift terminals are equipped with an uninterruptible power supply (UPS). They continue to run even if the power supply is interrupted. Employees can continue working at the exact point where they stopped without losing any time – so important data is not lost.

The compact dimensions of the logistics terminal with its 10-inch screen diagonal make it easier for drivers to maneuver and load – large enough for ergonomic operation and comfortable reading, small enough to have everything in view in the warehouse, reports one of the forklift drivers.

### NOAX CONVINCES ALL ALONG THE LINE

- Data acquisition directly on site
- Stable WLAN connection
- Expectations were absolutely fulfilled



## The most cost-effective solution in the long term

What is the conclusion after several years of use in logistics? "In our company, the devices are sometimes treated roughly – wind, weather, potholes. The hope was that the devices would run steadily – that ultimately came true." At bosch, they are also very satisfied with the improvements in processes that have resulted from the introduction of the noax machines, with handling at the forefront: "In the past, we had a very high personnel expenditure to manage the machines; that has changed a lot. ... 99% of the forklift terminals I don't see again after delivery, a great sign," confirms Gunnar Langpeter.

For bosch Tiernahrung, the acquisition of noax industrial PCs and logistics terminals thus proved to be an optimal investment in all areas. In 6 years of operation, a total of 5 service cases occurred, which were handled quickly, in a customer-oriented and solution-oriented manner – completely without a service contract with costs. This resulted in total repair costs of 7.68

euros per device per year. With a repair turnaround time of 5 days on average, all terminals were quickly back in operation, once again proving their longevity and running reliability. Gunnar Langpeter's advice to all colleagues looking for robust, reliable industrial hardware: "Just try it out and see the quality for yourself."

### WHY IS NOAX THE MOST FAVORABLE SOLUTION?

- Reliability & fail-safe create investment security
- Comprehensive service from noax's own support team
- Long spare parts availability
- Short repair lead time
- Quality "Made in Germany"

## Gunnar Langpeter

IT LEADER

**»In our company, the devices are exposed to rough treatment sometimes: Wind, weather, potholes. The hope was that the devices would run steadily, and that ultimately came true.«**



### PROJECT SCOPE

- 43 noax logistics terminals
- Uniform solution for all gas, electric and diesel forklifts
- 13 Hygienic Industrial PCs
- Highest possible level of hygiene protection

## Why noax?

### Consistent use of standards

- ▷ Seamless integration into the IT landscape

### Precise, modern industrial touch

- ▷ The perfect touch technology for every application

### Made in Germany, complete in-house development

- ▷ Individual configuration according to environmental conditions

### High acceptance by the user

- ▷ Smooth running of the project

### External certifications & protection standards

- ▷ high running and quality reliability

### Completely enclosed design according to IP66 or IP69K

- ▷ Robust & resistant in logistics and hygiene applications

### From hygiene to logistics – everything from one source

- ▷ One contact, uniform solution, saves time and money

**RELIABLE AND DURABLE  
EVEN UNDER HARSH CONDITIONS  
IN ALL INDUSTRIAL AREAS**

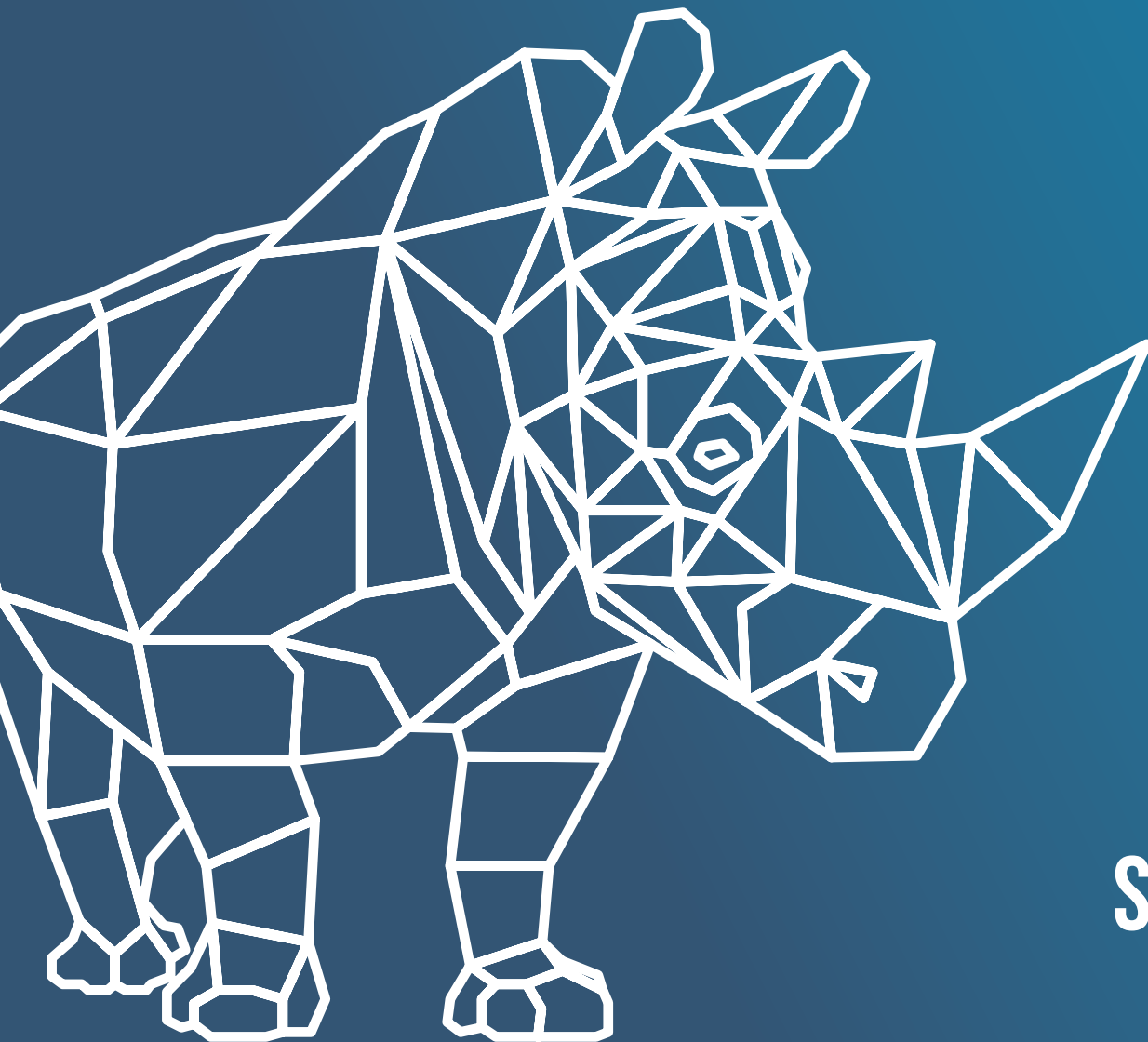
**»I would turn to noax equipment again at any time.«**

GUNNAR LANGPETER



»No news is good news.«

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TOUGH  
IS OUR  
STANDARD

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