



Photo: Thomas Lison

# CITY OF MONHEIM

CUSTOMER SUCCESS STORY  
NOVEMBER 2020

## FREEDOM FROM MAINTENANCE

*"By using remote control systems in our steles and rental stations, we master a key technical challenge: the maintenance of the remote infrastructure in the event of malfunctions".*

**Oliver Hilscher**  
IT manager of the city  
of Monheim

### HOW THE CITY OF MONHEIM SUPPLIES ITS CITIZENS WITH FAIL-SAFE OUTDOOR STELES AND BICYCLE RENTAL STATIONS

Monheim on the Rhine: The city is known for its citizen-oriented commitment, ambitious urban development concepts and one of the youngest and most dynamic mayors in Germany even after two terms of office.



#### OBJECTIVE

Increase of reliability and realization of a remote maintenance system for the network of outdoor steles and bike rental stations

#### PRODUCT SOLUTION

Expert Net Control 2302 Monitoring System with 4 relay outputs and 8 passive signal inputs for the top hat rail

The city has set itself the goal of letting the digital future begin now. In addition to fiber optic expansion and the installation of wifi hotspots, 8 outdoor steles were already integrated into the cityscape by 2020. These interactive pillars have a 55-inch display and offer the viewer constantly updated information and a digital orientation guide. In addition, up to 31 bike-sharing stations for renting bikes in the city will be set up by end of the year.

However, the pitfalls of the technology quickly become apparent in this extensive IT project: the autonomous, round-the-clock steles and stations are equipped with compact mini PCs that are networked with central servers via fiber optics. According to the IT manager Oliver Hilscher, there were five failures of these playout systems in the first half of the year alone. The reason: the PC-based system hangs up and is no longer accessible from the outside. As a result, the display of the outdoor stele no longer shows the correct content or the image freezes. Also at the stations for bicycle rental, a system failure means that no bicycle can be rented at the station. For the person IT responsible, it is of course a horror scenario: every failure is associated with time and costs for service technicians.

## THE PITFALLS OF TECHNOLOGY



Expert Net Control 2302 in the switch cabinet (upper right), Photo: City of Monheim

## CITY OF MONHEIM ON THE RHINE

### The solution: A Remote Control System

For Oliver Hilscher, there is an obvious and effective solution here: In order to achieve maximum fail-safe operation of the 24/7 outdoor systems, a remote maintenance device is integrated before the PC system. This so-called Remote Monitoring System (RMS) is thus connected upstream and enables the remote restart of the striking IT component. The automatically sent alarm message in case of an operational disturbance allows an immediate reboot of the failed



City of Monheim on the Rhine, Source: Googlemaps

PC system. Subsequently, the PC is restarted and the failure of the stele or the rental station is repaired.

Hilscher explains:

*„By using telecontrol systems in our steles and rental stations, we master a dominant technical challenge: the maintenance of the remote infrastructure in case of malfunctions. We are spared costly technician deployments and time losses in the operation. In addition, we use the monitoring devices to control the temperature in the outdoor infrastructure. Here, too, we can anticipate system-critical conditions, for example overheating.“*

The city of Monheim on the Rhine has chosen a product from GUDE Systems for its remote monitoring systems. The Expert Net Control 2302 is successfully in use here in the steles as well as in the rental stations.

By the way: the remote monitoring system also supports the IT manager in monitoring the city's popular museum ship: the *Fiat Voluntas*, a historic and completely restored ship, is now a fishing museum in the flood area of the Rhine. If necessary, when the water level threatens the electrical system on board, Oliver Hilscher can protect the IT infrastructure promptly and with little effort: Using the remote access of Expert Net Control 2302, the ship can be disconnected from the power supply with just one click.

Contact for further information



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