

**Building automation: Reflex Control Remote with Device Insight simplifies remote heating system maintenance**

**Thanks to the IoT, you'll never have to wait for the heating technician again**

**Munich, July 17, 2017 – Reflex Winkelmann, experts in modern building technology, are launching Reflex Control Remote, a solution that makes it possible to monitor heating systems remotely. Simple maintenance tasks can also be carried out remotely via the internet, without physically accessing the site – a great relief to technicians and customers alike. The underlying IoT platform, created by Munich-based IoT specialists Device Insight, is called CENTERSIGHT.**

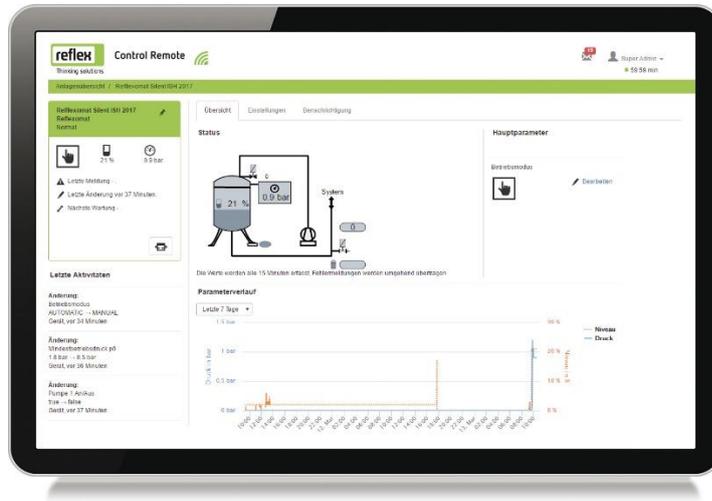
Heating systems are made up of many parts. This makes maintaining them complicated, especially in large residential buildings. Heating system outages or leaks can cause tremendous costs, so rapid action is required: technicians have to be notified, travel to site, identify the problem and fix it – and hope they have all the parts they need with them.

**In times of the IoT, there has to be a simpler way**

Together with IoT specialists Device Insight, Reflex Winkelmann GmbH developed Reflex Control Remote, a solution custom-made for its Reflex pressure controls: pumps, valves and condensation chambers are monitored and analyzed through an IoT portal. Whenever there is a malfunction or when a component is expected to fail soon, the plant autonomously notifies a technician, an approach known as “predictive maintenance”. The system’s sensors give technicians a complete overview of the plant, which they can access via an encrypted connection by entering the corresponding login details on any PC or smartphone web browser. The solution allows technicians to run all of the diagnostics needed to simplify maintenance, efficiently and comfortably. Reflex Control Remote even enables remote access for maintenance: for example, technicians can send online commands for water to be refilled or for the system to be bled, or the system can be programmed to do so by itself. This means that site visits are no longer always necessary.

“Reflex Control Remote is just one area of application of our CENTERSIGHT IoT platform,” says Paul Martin Halm, Head of Product Management at Device Insight. “All of our customers care about availability and security. We can therefore run CENTERSIGHT on a proprietary, highly secure private cloud. In addition, we use proven software and system components already deployed on other IoT projects, and rely on a ‘security by design’ philosophy. This includes using standardized IoT protocols such as OPC UA, MQTT or CoAP as well as end-to-end encrypted communications. Our approach is designed to guarantee availability, security and quick market readiness.”

## Images



### The CENTERSIGHT web interface

High-resolution images are available upon request from [deviceinsight@sprengel-pr.com](mailto:deviceinsight@sprengel-pr.com).

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## About Device Insight GmbH

Founded in 2003, Device Insight GmbH is a leading provider of Internet of Things platforms. The CENTERSIGHT® IoT platform is the company's flagship product. It supports the global networking of machines, vehicles, facilities and devices in delivering functions including data acquisition, data analytics, reporting, remote services and alerting. Device Insight works with medium-sized companies and large enterprises in over 15 countries worldwide, covering a diverse range of sectors including machinery and plant engineering, HVAC, commercial vehicles, vending, transport, energy as well as the connected home sector. Device Insight's services range from business case analysis and implementation to secure IT operations. As a full-service provider, Device Insight works in close collaboration with its customers to implement long-term IoT projects, using its expertise to help develop all elements of the IoT ecosystem. The company was listed in five categories of the Experton Group AG's "Industry 4.0/Internet of Things Vendor Benchmark 2017", being recognized as an "Industry 4.0/IoT Leader Germany" in the categories "Industrial Big Data Analytics", "Industrial Big Data Dashboards/Visualization", "IoT Logistics" and "IoT Smart Building Energy Management".

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