

Meeting Point

 **SCHRÖTER**
LEADING QUALITY

ISSUE 57 | 2021

Remotely control plant systems and processes

ACCESS VIA INTERNET AND VIRTUAL NETWORK COMPUTING MAKE IT POSSIBLE

CUSTOMER REPORT

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 **SCHRÖTER**
LEADING QUALITY

Sausage as a Gourmet Experience

Manufacturing fine sausage specialties is RACK & RÜTHER GmbH's strong suit. The German company adheres to the principle that "we only produce what tastes good to us," and has been successful with this approach for close to 60 years. For around 20 years, the company has relied on production systems from Schröter to manufacture its high-quality products.

Erich Rack and Anton Rütther founded their specialty butcher's shop in Berlin in 1961. Ten years later, they moved their sausage production to a new building in the municipality of Fuldabrück just outside the city of Kassel, where the company is still headquartered today. With 50 employees, the company now produces 1,500 tonnes of sausage products per year on 1,000 square meters of production space. The company's product range extends from the North Hessian air-dried "Ahle Wurst" and "Stracke" pork sausage to scalded and cooked sausage, as well as headcheese and ham. These specialties can be found at more than 1,000 specialty stores and deli counters throughout Germany, from Sylt in the north to Munich in the south. To transform the sausage into a tasty gourmet experience, the raw sausage specialist uses, on the one hand, salt extracted by hand without anticaking agents as well as organically grown herbs and spices, and, on the other hand, the quality of the sausage maturing process plays a decisive role. This is why the company has long relied on the sophisticated technology of CLIMAJet® and THERMICjet® systems from Schröter for uniform and controlled airflow in the maturing chamber.

Challenges Overcome Together

In November of this year, the company brought a new 28-wagon pre-maturing system into operation. In this design, the focus was on accurate control and optimized energy efficiency. "This is why the system features, on the one hand, coarse and fine filters for the fresh air supply and enthalpy control for the use of the outside air temperature and humidity, and on the other hand, the ability to finely control the climatic conditions by means of infinitely variable heating and cooling valves for the hot water and brine," explains Klaus Schröter. In addition, a UV-C disinfection unit integrated into the post-maturing system sterilizes the air to the greatest possible extent. "All of this, combined with our process control software, gives RACK & RÜTHER maximum flexibility in controlling and monitoring the systems," he sums up.

Dr. Gernot Pepler, general manager of RACK & RÜTHER since 1983, adds: "This project posed a special challenge because the available space was extremely limited. The air-handling equipment first had to be installed above the non-existent slab. To do this, we first placed the system on supports, and the slab



— **DÜRRE RUNDE** the North Hessian specialty is seasoned by RACK & RÜTHER with black organic pepper.

was then poured around them. Only then could Schröter lower its system down onto the slab. It all worked out great and all of the different contractors worked hand-in-hand to successfully complete this complex project."

Craftsmanship and Sustainability

"We believe that craftsmanship doesn't end with excellent taste. Our specialties come from sustainable agriculture on German farms that prioritize the welfare of their animals," says Pepler, describing the company's philosophy. This is why RACK & RÜTHER began to establish a contract animal farming operation in the 1980s according to the principles of ethical animal husbandry. In addition, the company never uses unnecessary additives such as flavor enhancers and iodine. "What's more, we produce all of our sausage specialties without any additives containing gluten or lactose and without adding any of the 14 allergens that must be listed on food labels," he explains. Furthermore, many of the products are available in organic quality and without genetic engineering. And to ensure that its high-quality product range will continue to grow in the future, it has already planned the next expansion steps of its production systems with Schröter for 2021 and 2022.



— **TAILOR-MADE** for each customer's specific requirements – the CLIMAJet® post-maturation system



“*Schröter has continued to impress us with the quality of its pre-maturing and post-maturing systems over the years.*”

— **DR. GERNOT PEPLER**, General Manager of RACK & RÜTHER GmbH

— **SCHRÖTER PROVIDES SOPHISTICATED TECHNOLOGY** in the ripening room for a uniform and controlled air flow.

CUSTOMER INSIGHTS

Facts & Figures

Rack & Rütther GmbH, located in Hesse, has been producing a wide range of premium sausage specialties for almost 60 years. For General Manager Dr. Gernot Pepler, the focus has been on sustainability for some time. For this reason, the company sources its meat from German farms where animal welfare is a priority. When it comes to the ingredients, there is also an emphasis on exclusivity, with only organic seasonings used.

- > **COMPANY FOUNDING:** In 1961 by Erich Rack and Anton Rütther in Berlin
- > **HEADQUARTERS:** Fuldabrück, near Kassel, Germany since 1971
- > **NUMBER OF EMPLOYEES IN 2020:** 50
- > **RANGE OF PRODUCTS:** From Ahle Wurst and raw sausage (Stracke straight pork sausage with caraway seeds, with garlic or without seasonings, or in a loop or club shape) to cooked-meat sausage (Ahle liver sausage, blood sausage in a bladder or cooked onion sausage) and boiled sausage (Jagdwurst hunter's style sausage, organic wiener sausage and bratwurst) to hearty organic cooked ham
- > **PRODUCTION AREA:** 1,000 square meters
- > **OUTPUT:** 1,500 tonnes of sausage products per year
- > **SALES:** Meat counters, butchers, delicatessens and organic retail all over Germany
- > **ANIMAL WELFARE:** A contract animal farming operation was established in the 1980s according to the principles of ethical animal husbandry
- > **ORGANIC SAUSAGE RANGE:** Since 2000
- > **ALLERGY FRIENDLY:** All sausage products have been free from ingredients containing gluten and lactose since 2002

Interview

Dr. Gernot Pepler, general manager of RACK & RÜTHER GmbH, talks about his many years of experience with Schröter Technologie GmbH & Co. KG.

MeetingPoint: Why did you select Schröter?

Dr. Gernot Pepler: We've always liked the clarity and simplicity when working together. Schröter kept its promises and there were never any surprises when it came to the costs. They always found solutions for any issues that came up – and ultimately, the quality of the systems in pre-maturing and post-maturing impressed us.

MeetingPoint: Were there any other decisive criteria?

Dr. Gernot Pepler: For a raw sausage specialist like RACK & RÜTHER, the quality of the sausage maturing process is, of course, crucial – when it comes to the uniform and controlled airflow throughout the entire chamber, for example.

MeetingPoint: How long has RACK & RÜTHER worked together with Schröter?

Dr. Gernot Pepler: Company history isn't my strong point, I prefer to focus on the future. I think for 20 years.

MeetingPoint: How has it been to work with Schröter?

Dr. Gernot Pepler: Completely pain-free – which is rare in construction.

MeetingPoint: What are the key benefits of producing with systems from Schröter?

Dr. Gernot Pepler: The quality of the airflow and the systems' low likelihood of failing.

MeetingPoint: What projects have you implemented together so far and are further projects planned?

Dr. Gernot Pepler: Yes, several, I think at least five systems – primarily maturing systems but also a kettle-based system. A 28-wagon pre-maturing system is currently under construction. And this will not be our last maturing system.

MeetingPoint: Dr. Pepler, thank you very much for your time.

SCHRÖTERS

Scope of delivery

- SINCE 1998
- > 2 X CLIMAJet® CLIMATIC RAW SAUSAGE SYSTEMS WITH 21 TO 28 WAGONS
 - > 3 X CLIMAJet® CLIMATIC POST-MATURING SYSTEMS, FROM 90 TO 154 SQUARE METERS
 - > 5 X THERMICjet® KETTLE-BASED SYSTEMS, FROM 600 TO 800 LITERS
 - > 1 X CLEENjet® TNV 300
 - > 5 X CLIMAJet® SYSTEM CONVERSION COMPONENTS FOR 12 TO 80 WAGONS

Remote Access to Systems and Processes

From the office, the conference room, or when working from home, Schröter now offers its customers two options for operating its production systems and controlling or modifying processes: Virtual Network Computing (VNC) and TeamViewer.

Virtual Network Computing (VNC) is a new option. The remote access software makes it possible to control a computer or the control units of Schröter systems via a network connection. All of the industrial and panel PCs used by Schröter, as well as the Siemens touch panels and Allen-Bradley PanelView operating terminals, can be cost-effectively equipped and configured with VNC software for this purpose.

Integrating VNC into a Company's Internal Network

This means that any control unit with an Ethernet connection of the current generation shipped by Schröter can be added to a company's internal network. Once added to the network, it can be controlled from another PC or mobile device, such as an iPhone, iPad, or Android smartphone, etc. Since this software is widely used in the IT world, it

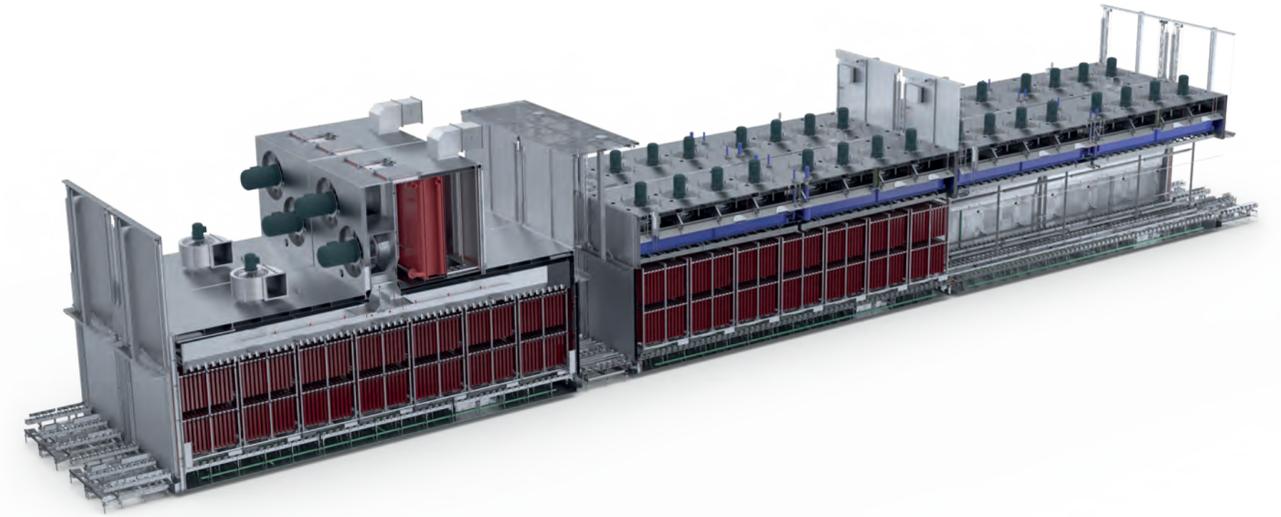
opens up a wide range of possibilities – the customer's IT department can set up VNC itself, define various security levels, and grant specific employees access rights. You are also welcome to contact our E-Technology department for detailed guidance and to set up these kinds of options.

“*VNC and TeamViewer make it possible to remotely control Schröter's systems via a secure connection at any time from anywhere.*”

TeamViewer – Access via the Internet

The second option – TeamViewer's QuickSupport app – has proven itself since 2009 and continues to

be used. This application provides access to Schröter's visualization system via the Internet. For this purpose, the TeamViewer QuickSupport software is first installed on the system that the customer wants to monitor. Once it has launched and has access to the Internet, you can connect to the system using a mobile device (that requires a paid license). Then you have access to the same controls as if you were standing in front of the machine. It goes without saying that Schröter places considerable emphasis on security – the PC generates a nine-digit ID and a password that are entered into the app when the connection is established. The mobile device is then automatically connected via a secure server line. To enable or disable access to the PC, all you need to do is start or stop the QuickSupport tool. In addition, Schröter's visualization software features a user administration system with different access rights and passwords.



TECHNOLOGY

Intensive Chilling and Freezing in One System

For products such as bacon, which need to be sliced while frozen, there is often a gap between intensive chilling and freezing. Schröter offers the perfect solution for this: its SEMIjet®-system concept with two cooling zones.

SEMIjet® semi-continuous systems often consist of a cooking zone (with or without an optional smoking function) and an intensive chilling zone. A fully automated conveyor system transports the product from one zone to another within the system. In the intensive chilling zone, products to which heat has been applied are cooled down for the subsequent process. The benefits are fairly obvious: a fast, uniformly-controlled cooling process with low weight loss.

structures are predominantly present in this temperature range, which cause the product to become solid. Correspondingly low temperatures ensure both a high-quality slice and a long service life of the cutting tools. Further reducing the temperature, however, leads to solidification – the product becomes too hard and this has negative consequences with respect to the two above process parameters.

SEMIjet® with Two Cooling Zones

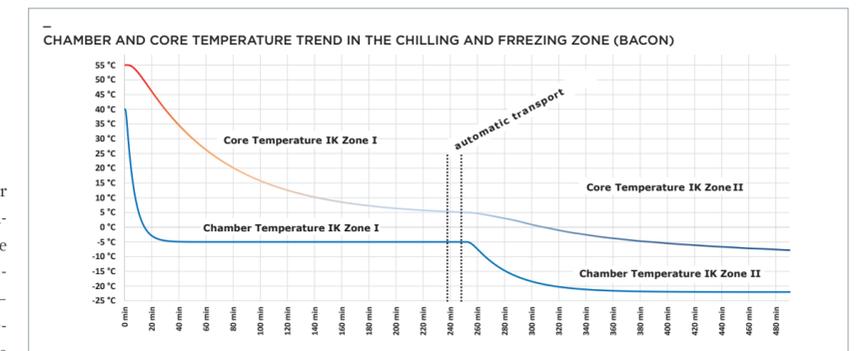
In order to cool bacon to an ideal slicing temperature of, for example, –8 °C, low chamber tempera-

tures and corresponding cooling times are necessary. Schröter offers a semi-continuous SEMIjet® system with two cooling zones for this requirement. In the first cooling zone, the product is cooled at a chamber temperature of –5 °C to a core temperature of +5 °C. After being automatically transported to the second cooling zone, the bacon is cooled to the desired core temperature of –8 °C at a chamber temperature of –22 °C. With this technology, Schröter has closed the gap between intensive chilling and deep-freezing.

“*Thanks to its two cooling zones, the SEMIjet® offers a seamless transition between intensive chilling and deep-freezing.*”

Ideal Bacon Slicing

In many cases, products are cooled down to their packaging temperature. This calls for core temperatures between +2 °C and +4 °C, depending on the product. The subsequent slicing process often requires temperatures as low as –8 °C, however – especially in the case of bacon. This is because, depending on the salt content, fully formed crystalline



“
Schröter technicians support customers quickly and from any location via SightCall.
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TECHNOLOGY

As Close as if You Were Actually There

Schröter has been using the SightCall smartphone app since the summer of 2020 to bring systems into operation and service them both nationally and internationally. As such, Schröter has been leveraging additional communications capabilities in the during the coronavirus pandemic to support its customers regardless of their location.

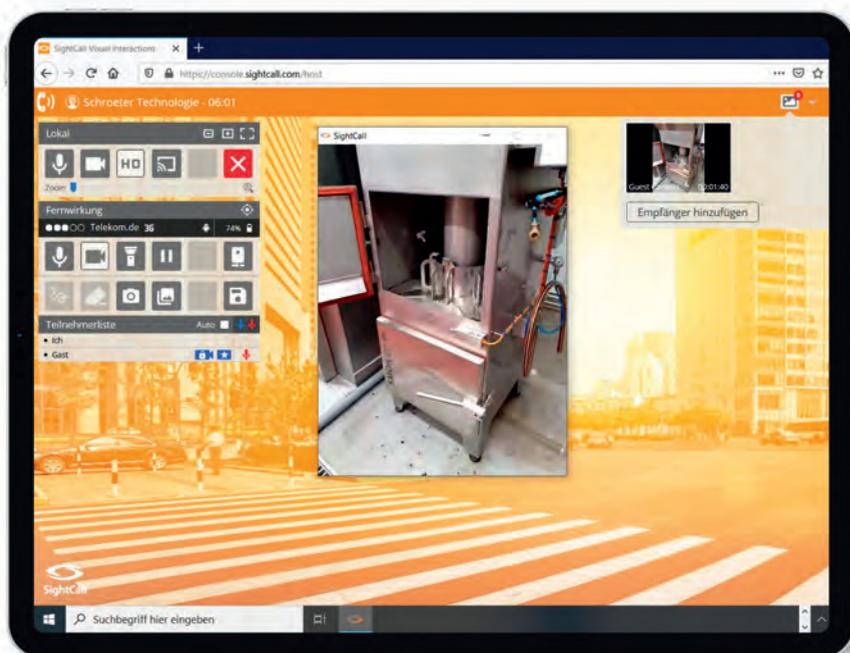
SightCall is a professional cloud-based video platform that opens up new possibilities for real-time communication for customers and technicians. In addition to audio streaming, live videos can be transmitted directly from a mobile device to the hotline technician during remote maintenance, for example. The technician then sees exactly what the operator or on-site service technician standing in front of the system sees. This makes it possible for employees on-site to demonstrate processes and procedures so that our technicians can quickly obtain an overview of the system and process situation. Using this tool makes communication easier, eliminates the need for further explanations, and reduces the risk of misunderstandings compared to a phone call. Ultimately, this allows

Schröter's experts to provide fast, executable solutions. "The app has already proven itself with various customers," says Bernd Kuhlmann, Head of Technical Support at Schröter, adding that "using SightCall, we can also discuss various features of our production systems a few weeks after bringing the system into operation in person, for example." This allows many on-site visits to be eliminated, thereby reducing costs.

As if the Technician Were On-Site

When a call reaches Schröter's help desk, after an initial discussion, the team member sends the caller an invitation to a SightCall audio or video conference via text message. When the caller clicks on the link, a connection with the help desk is established. Since the

call is bi-directional, it can be activated by the caller. Initially, only an audio connection is established – the caller has to actively click to enable access to the camera and other tools. Only then does the Schröter technician see the video from the caller's smartphone camera. This allows Schröter's trained service personnel to guide the on-site technician directly to the source of the malfunction. If necessary, the two parties can also exchange photos and other supporting documents. The service technician can mark sequences on photos to make error detection much easier. The link for a support session is only valid for single call and is deactivated and unusable after the call has been completed. A new link can be sent at any time for further sessions, if required.



AT A GLANCE

SIGHTCALL REQUIREMENTS

- > Can be used with Android and iOS devices
- > The SightCall app is available as a free download from the Google Play Store or the Apple App Store
- > Installation of the SightCall Visual Support app on the device
- > Fast Internet connection via Wi-Fi or mobile data
- > Schröter recommends using a wired headset (optional)

PUBLISHING INFORMATION

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