

# Success Story

Industry: Hydraulics and Pneumatics

## Company Statistics

**Company:** Terreni Industriale, s.r.l. - Italy

- Founded in 1992 as a spin-off of Terreni Tito
- Serves end users in Europe, the United States, China, and Brazil
- Uses PTS to label up to 15,000 hoses annually

After creating a dedicated hydraulics and pneumatics division, Terreni Industriale, s.r.l. opened its second location in San Giorgio in November 2007. The company serves almost every type of industry in the area, with a preference for manufacturers of agricultural machinery, food processing plants, and maintenance.

## The Situation

Terreni serves multiple customers in northern Italy, many of which export products all over the world, including the United States. In the event of a breakdown, the equipment supplier must contact the manufacturer, who could be on the other side of the world. **Considering the distance, this can prolong the end-user's downtime by adding days to:**

- Identifying the hose assembly (hoses, lengths, fittings, etc.)
- Communicating the hose position and routing needs
- Performing any needed maintenance

Terreni needed a solution that allowed them to build a database of hose assemblies to provide fast, reliable service to all end users regardless of location.



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## The Solution

Terreni took advantage of the **PTS** tagging and traceability features to ensure its customers would be able to track its shipped hose assemblies all over the world. By labeling each hose with the customer's name and hose characteristics, as well as a scannable barcode, Terreni built an easily accessible and searchable database of hose information specific to the asset it's used for. **This allows them to:**

- Keep all hose information in one place
- Prepare ordered hose assemblies before the customer arrives for pickup
- Reduce end-user downtime and maintenance costs
- Maintain a historical record for each customer to further accelerate production process and make product recommendations
- Minimize possibility of production errors

For the customer, ordering is simplified. All hose assemblies can be scanned and ordered via mobile phone using the **PTS Mobile** app. This also reduces the chances of ordering incorrect parts.

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