Dear Readers,

We are extremely pleased to announce we have again been named “Supplier of the Year” by HOMAG. This is the first time that the world’s leading supplier of woodworking machines has twice given the award to a supplier for excellent quality and on-time deliveries. We originally were the recipient of this award in 1999.

We received “Supplier of the Year” after earning high scores in such criteria as quality, logistics, on-time delivery and service. Such high marks were made possible thanks to the superb team performance by everyone at HELUKABEL®.

The commissioning of the expansion of our logistics centre in March this year will allow HOMAG and our other customers to enjoy continued short delivery times, together with an even greater stock availability for cables, wires and cable accessories.

We look forward to continuing to be the partner that helps you achieve your goals.

Yours

Helmut Luksch
General Manager

Once is not enough

HELUKABEL® again named “Supplier of the Year”

HELUKABEL® is delighted to be selected as “Supplier of the Year 2012” by HOMAG GmbH and really appreciates being honoured in this way. This award proves once again that HELUKABEL® has been delivering excellent quality for many years. As the world’s leading manufacturer of wood processing machines and equipment, HOMAG GmbH has been supplying complete solutions for the woodworking industry for more than 50 years.

HOMAG GmbH, with its headquarters in Schopfloch, (Baden-Württemberg, Germany) develops machines for edge gluing, machining centres, manufacturing cells or complete plants at 17 production sites. Twenty-one self-owned sales and service companies and 60 exclusive sales partners support the HOMAG Group across the world.

At the award ceremony, HELUKABEL® welcomed representatives from HOMAG to their offices, and took the opportunity to question Mr. Bernd Bok, Head of Purchasing at HOMAG GmbH.

How does this internal competition actually work?

“At the start of each year, a panel consisting of quality management, purchasing, and R & D meet up and nominate the ‘Supplier of the Year,’ based on various criteria. We do not separate suppliers into different categories. It is the overall impression that counts, and each year we only give one supplier the ‘Supplier of the Year’ award.”

What do you value the most about working with HELUKABEL®?

“With HELUKABEL® the customer care is such that you always feel you are an ‘A-grade’ customer. Their entire support, whether technical, commercial or logistical, is excellent. This has resulted in HELUKABEL® being selected as ‘Supplier of the Year’ for the second time, which is unique in the history of the award. HOMAG has a global footprint, especially in the Asian market, which is an important future area of growth for our industry. That’s why we need good and reliable suppliers who want to grow with us in these markets. This is the challenge we face in the next few years,” Mr. Bok concluded.

Is every one of your suppliers included in the selection process?

“No. Only ‘A-list’ suppliers with a certain minimum turnover are considered for selection. We are talking about roughly 50 companies.”

How long have you been making this award?

“HOMAG GmbH has been giving out the ‘Supplier of the Year’ award for almost 20 years.”

The relationship between HELUKABEL® and HOMAG has existed almost that long.

“Yes. A little longer, actually. The first contacts and a rather sporadic business relationship started as far back as 1986. The strengthening of our relationship really started in 1996, and has been growing continuously since then.”

In what areas do you use HELUKABEL® products?

“Our machines and plants need cables that can cover a wide range of different requirements. The technical support and advice that HOMAG has received has been outstanding.”

Homag GmbH’s “Supplier of the Year” award once again demonstrates that HELUKABEL® is on the right path. This includes a complaint rate that has been almost zero for years, short delivery times and a very high availability of all cables we stock.
Standardized interfaces for efficient data exchange

Time is an economic factor. When it comes to product delivery, time has a rapid and severe impact on costs. In order to supply customers even faster, HELUKABEL® now automatically logs the customer’s Internet orders in the inventory management system or ERP (Enterprise Resource Planning) system. With a direct link between HELUKABEL®’s inventory management system and that of the customer, delivery times are dramatically shortened. An added convenience is the customer does not have to be a SAP user. HELUKABEL® links the SAP user to their own product database using OCI (Open Catalog Interface). OCI is an open and standardized interface developed by SAP. Via the Internet, the customer’s system accesses HELUKABEL®’s product database using standardized Internet protocols. In the event that the customer is not an SAP user, HELUKABEL® has a different, yet simple and efficient solution. Using EDI (Electronic Data Interchange), the customer’s system can be connected to the HELUKABEL® ERP system. To guarantee a smooth transfer, all information is transferred using the EDITEC 3.3 and EDIFACT D96a formats, which are international and industry-independent dynamic EDI standards that are under constant development. The benefits of using these systems include enormous time savings, faster processing and minimal error rates. Additionally, the OCI and EDI systems are hardware, operating system, and local language independent. Your contact at HELUKABEL® for questions related to EDI and OCI is Wolfgang Neumann, head of the IT department. Working together with our customers, the IT specialists at HELUKABEL® can prepare a solution for implementing a fast and efficient ordering process under any circumstances.

Single cable solution - TOPSERV® Hybrid

In the drive technology field, single cable solutions have been the hot topic among engineers for months. Some drive manufacturers have already tested this system so that it is ready for market, others are in the process of implementing this solution in their own systems, while others are only now evaluating if a single servo cable solution is feasible. Until now, the servo motor and the servo controller have been connected by two cables, one servo cable for the power supply to the motor and one sensor cable for the transmission of location information. In the single-cable solution, the wires for the transmission of the sensor signal are integrated into the power cable, in other words, two cables are joined together to form a hybrid cable. The prerequisite for using a single-cable solution between the servo motor and the servo controller is the use of a hardware-based encoder designed for this purpose. Since the encoder is permanently connected to the servo motor, this system must be made available to the end customer by the manufacturer of the servo motor. As part of this redesign, HELUKABEL®’s task as a cable manufacturer was to develop a functioning, long-lasting cable and produce it at their factory in Windsbach. The issue of EMC, in particular, made this a big challenge, since the data pair integrated into the servo cable must be protected from interference created by the wires.

To this end, HELUKABEL® expanded their power cable program with two new families: TOPSERV® HYBRID PUR and TOPSERV® HYBRID PVC. The hybrid cables from HELUKABEL® have been operating for over a year in the drag chain system at the test centre and have reached the five million cycle limit. The most important finding of this test is that even after five million cycles in a highly dynamic application, the data transmission quality remains excellent having successfully transmitted all the data packets in order for the motor to continue to function properly.

With the successful engineering and testing of the hybrid cables, HELUKABEL® remains on the cutting-edge of technological development and is the source for customers when it comes to single-cable solutions. For additional information, please contact our Key Account Manager for Drive Technology, Mr. Pikkemaat.

HELUKABEL® opens branch office in Canada

HELUKABEL® is extending their presence in the North American market with the opening of a branch office in Toronto, Ontario, the heart of Canada’s largest industrial region. Our new business location will not only be the centre for our sales operation in Canada, but also provide warehouse facilities. This means we will be able to supply UL / CSA approved cables, that are particularly important in this market, at short notice.

“In view of the ongoing growth in Canada’s industrial and renewable energy sectors, it was a logical move to set up a domestic distribution centre,” says Alex Kanours, General Manager at HELUKABEL® CANADA. “Our central location in the Greater Toronto Area means we can make rapid deliveries to the customer and offer even better service.”

HELUKABEL® provides cables for Dolphinarium

In the middle of the Netherlands lies the Harderwijk Dolphinarium, a unique park for marine creatures. The park, with its impressive array of marine mammals, offers 11 spectacular shows including sea lions, walruses, sharks and dolphins. The so-called Theatre Hall, built in 1969, houses the dolphin shows, and has recently been given a total renovation that emphasises the environment. HELUKABEL® Netherlands supplied the F-CY-I2 special PVC control cable used in the installation of the elaborate lighting and projection equipment throughout the building. The decisive factor for the fast acceptance of HELUKABEL® was the installation team from Scheer & Foppen, combined with the high availability and rapid delivery times for this highly flexible EMC cable. The newly renovated Dolphin Theatre Hall, which can accommodate 2,200 people, opened in May 2013 with the launch of the new Aqua Bella show. Alongside a unique basin with 3,000,000 litres of water, the spectators enjoyed a spectacular show featuring 3D-projection, with the water lighting up and numerous other lighting effects that created an unforgettable experience.
HELUKABEL® assists public utilities with technical expertise

It is becoming more common for public utilities to be used as an extension of a service provider’s own activities in order to support rural area networks. In areas where providers lack resources, public utilities often times must step in to meet the public supply requirements in regards to expansion and development of information highways. Furthermore, when it comes to resolving issues, the public utilities are often the first point of contact for businesses, new housing projects, and the construction of public facilities, simply because of their local presence. HELUKABEL® assists these utilities with technical support so that they can deal with these wide-ranging tasks. HELUKABEL® provides the public utilities with basic technical knowledge, but also works closely with them to produce complete solutions that can be put into action. This may include complex system solutions for outdoor cabling combined with high voltage supplies, or robust underwater systems for sewage pipes. Often this involves integrating existing copper cable routes with telecontrol networks. For such projects, the team from HELUKABEL®s Data, Networking and Bus Technology (DNB) Department is the right partner.

In order to provide the public utilities with the right level of knowledge, the DNB Department organised a training course for public utilities this past February for personnel from 26 public utilities and regional governments. The training course provided a forum to discuss individual projects and their specific needs, followed by sessions in which the attendees developed their own comprehensive solutions. This training focused on such topics as: the use of microduct fibre optic cables in conjunction with the appropriate tubes, FTTC expansion and existing telecontrol networks, copper data networks and their migration, length calculations and the selection of suitable active components (switches, routers) together with service concepts, and provided the opportunity to discuss experiences regarding possible optimisation work. Additionally, the training was intended to serve as a platform for the exchange of experiences, in order to improve public utility performance.

Specifically, this means working with HELUKABEL® to develop the whole infrastructure in accordance with the specifications of the areas to be developed (e.g. FTTC migration, length calculations and the selection of telecontrol networks, copper data networks and their integration of subnets (such as the expansion of LTE by providers in rural areas). HELUKABEL® is able to offer suitable solutions with respect to these issues.

For carrying out a cost-benefit analysis in advance, which can be worked out by the DNB team, a rapid ROI (return on investment) can be demonstrated, using such concepts as dark fibre, semi-service networks, or fully functional service networks (backup and failure/alternative routes, network management). Once completed, overall service management remains under the control of the providers (e.g. Vodafone or Telekom), while the remaining day-to-day requirements, including maintenance (measurements, repairs) stays a part of the public utilities service portfolio.

Cable Expertise for Biogas Fermentation Agitator

SUMA GmbH from Sulzberg, in the Allgäu Region of Germany, has been producing agitators since 1957, focusing on agriculture, biogas plants, and other various industries. In biogas plants, agitators help to increase performance, e.g. gas output. They are used in the fermentor, at the centre of the plant. Inside the fermentor, biodegradable materials, or substrate such as manure or crops are broken down by micro-organisms that thrive in environments without light and oxygen. The methane gas produced during fermentation is used for heating, electricity and many other applications.

For several years, HELUKABEL® has been supplying SUMA with top-quality microbe-resistant connecting cables from the KOMPOFLEX-C series. This screened, microbe-resistant special control cable is very flexible and tough. Additionally it can resist caustic substances such as hydrofluoric acid, hydrochloric acid, and diluted sulphuric acid. However, SUMA needed a specially modified version of KOMPOFLEX for use in a unique application of a recent customer. SUMA requested the KOMPOFLEX be able to withstand constant high temperatures in the agitator to allow their submersible mixers to be used in a biogas substrate. Another advantage for SUMA is that they are able to position their PTC thermostat control within the connector cable, eliminating the need for an additional cable coming from the biogas container.

Our Media Technology

The Media Technology Department is the most recent HELUKABEL® division to be formed. It was founded in 2007 and has been contributing more and more to company turnover ever since. This division supplies customised products and solutions for audio and video applications under the brand names Helusound and Heluight.

The product range is used for wiring television and recording studios, in transmission systems or in event, theatre and conference technology. HELUKABEL® technology can be found on cruise ships as well as in stadium PA systems, such as those for the London Olympic Games. The team includes Andreas Häse and Udo Braun, who took over the management of Media Technology in April 2012.

Both faithfully follow the motto — The right sound makes the music and the right lighting makes the mood. Udo Braun has many years of experience in the cable business, with over 17 years as head of the wire and cable project business. With this line-up and their new product and marketing ideas, the division can look forward to further expansion.
His ascendency treated as “royalty”.

Their ascendancy is used to being nine years, and in Windsbach for the cable factory has headed up Prince Hansjörg I different events. Regalia at a number of Manager in his carnival to cheer on their Plant factory in Windsbach will now be able to cheer on their Plant Manager in his carnival regalia at a number of different events. Prince Hansjörg I has headed up the cable factory in Windsbach for nine years, and is used to being treated as “royalty”. His ascendency to the ranks of the European nobility of jesters was only logical. Between 25 January and Ash Wednesday, his schedule included 33 parades, various visits to nursing homes and a number of ceremonial events.

Being in good shape and having the ability to withstand the requirements of being a HELUKABEL® employee, Prince Hansjörg I already possessed the basic requirements to be a foolish ruler. Of course, his real work could not be allowed to fall by the wayside. That’s why he again would like to thank his colleagues at Hemmingen and the staff at Windsbach for their understanding!

Daycare at the office

Employees with young children are always worried that the phone may ring in the morning with the babysitter - who is otherwise so reliable in caring for the children - saying they must cancel on short notice. A number of reasons are to blame: the kindergarten staff are on strike or the nanny or grandma have suddenly fallen ill and cannot carry out their duties. Now what? Until recently, staying at home was the only option. But at HELUKABEL®, things are done differently. Daycare rooms are now available in the new building to cover these emergencies. Two complete PC workstations have been set up in this rooms for HELUKABEL® employees, and everything that makes a child’s heart beat faster is there too. A wooden train set, a children’s kitchen, a cosy corner and lots of toys make it a pleasure for the little one to spend a few hours with mom or dad at work. There is even a changing table or dad at work. There is

 left to right: Herlinde Heindl (Training manager), Sercan Bal (Warehouse Logistics Specialist), Suzana Andjelkovic and Sebastian Jurtschenko (Commercial Assistants in Wholesale and Foreign Trade)