



Supporting customers and sustainability with AT&T IoT

Business needs

A more efficient way to handle customer issues globally

Networking solution

Remote monitoring and support capabilities enabled by AT&T Internet of Things (IoT) connectivity

Business value

The ability to quickly identify and resolve many customer issues without onsite visits, saving Alfa Laval and its customers time and money

Industry focus

Heat transfer, separation, and fluid handling systems and equipment that reduce the impact of industrial processes on the environment

Size

22,000+ employees worldwide

About Alfa Laval

Alfa Laval is a leading global provider of industrial equipment and systems that provide technologies such as heat transfer, separation (the act of separating one liquid from another and solids from liquid or gas), and fluid handling. These processes help its customers improve productivity and sustainability by lowering energy demands while ensuring reliable, hygienic processes. Alfa Laval markets primarily to the energy, marine, food, wastewater, and environmental industries.

The situation

The company needed a more efficient way to address system and equipment issues at customer locations worldwide.

Solution

Alfa Laval uses AT&T IoT connectivity to capture equipment data, monitor conditions, and provide remote support services.

Worldwide operations

Alfa Laval is a global supplier that focuses on three main markets: heat exchange, fluid handling, and separation. The scope of industries it serves is impressive. Alfa Laval equipment and solutions are especially valuable to energy, food, water, and marine industries. These industries rely heavily on efficient heat transfer, separation, and fluid handling to minimize energy use and ensure reliable, hygienic processes.

Automation Engineering Manager Phil Heffelfinger explained that more than 45 sales companies represent Alfa Laval worldwide, serving a wide variety of industries. “The company has a strong presence in North America, including Canada and Mexico, Latin and South America, Europe, and the Asia Pacific. Africa, Iceland, and Greenland are emerging areas,” Heffelfinger said.

Throughout the globe, Alfa Laval helps customers identify challenges and offers customized, energy-efficient products and solutions. Its goal is to help businesses run smoothly, sustainably, and profitably.

High quality and sustainability

Since its founding, Alfa Laval has maintained its reputation for quality. “We’re coming up on our 125th year of service. We are very customer-focused and have always been known for high-quality products,” Heffelfinger said.

Alfa Laval is also recognized for its commitment to sustainability and creating lasting positive outcomes. It has implemented numerous solutions to reduce water usage and minimize environmental impact for its customers. This includes developing processes that ensure proper cleaning without wasting water. “We have special valves and a high degree of sanitation to reduce the water requirements so we have zero liquid discharge. Meaning we’re not discharging water from facilities with heavy metals, which can be harmful to the environment,” Heffelfinger said.

The high cost of downtime

For years, technicians traveled to customer sites whenever there was a problem. This cost Alfa Laval and the companies they serve time and money. “Sometimes it could be simple. I remember one time when one of our field people flew all the way from Indiana to California to

do nothing but reset an E-stop (emergency stop button). He literally fixed the problem and had them up and running in less than a minute,” Heffelfinger said.

There had to be a more efficient way to solve problems and minimize downtime. “Many of our customers operate their facilities 24 hours a day, 7 days a week, 350 to 360 days a year,” he said. “So, if they’re down for three days, that’s lost revenue that typically cannot be made up.” Heffelfinger explained that in the food and distilled beverage industries, equipment disruption can mean extending operations and paying overtime—especially if the problem occurs before a holiday, when there’s increased demand.

Remote monitoring and support

Alfa Laval initially used customers’ internet connections to troubleshoot problems. Because of security concerns, it needed to find another solution. “As security tightened over the years due to hackers, it’s been more difficult to connect through the customer’s business network because of firewalls,” said Heffelfinger. The company tried other options but struggled to find a long-term solution.

Alfa Laval found a solution in AT&T IoT connectivity, which captures equipment data for condition monitoring and remote support services. With AT&T-enabled remote monitoring and support, Alfa Laval can quickly identify and resolve many customer issues without onsite visits. This saves time and money for both the company and its customers. Billing and data usage monitoring capabilities also enable it to accurately predict and allocate costs for remote support services.

Now Alfa Laval employees can access the control system, view the onsite operator experience, and delve deeper into the brain of the system. “We can often identify a bad sensor or a bad component. It may be an operational problem where the operator didn’t reset something correctly, or they may have an intermittent problem,” explained Heffelfinger.

Savings and security

AT&T IoT connectivity offers important benefits to Alfa Laval clients. “If it’s under the warranty period, we’re responsible. If it turns out to be something simple like the E-stop example, we end up saving money for the customer and they save a great deal of time,” Heffelfinger said.

Many industries operate with lower profit margins. “Even if they do have a higher margin on their product, downtime is critical because if they’re not producing, they’re not making any money,” he said.

Heffelfinger recalled a recent example when a site experienced a problem and called them within the hour. Alfa Laval was able to access the system remotely, identify the problem band card, send the new one overnight, and get the customer back online in less than 24 hours. “In the past, that would’ve required at least two to three days of downtime until someone was dispatched to the site to identify and fix the problem,” Heffelfinger said.

In addition to connectivity, AT&T IoT solution security features, such as authentication and remote system shutdown, are critical. These features help ensure the integrity of its customers’ operations.

Enhanced customer service

Alfa Laval benefits from AT&T Control Center, a cloud-based platform used to manage and scale IoT devices. Company engineers are pleased with it. “It’s nice because we can see exactly what each customer is using,” said Heffelfinger.

The AT&T Control Center generates a notification if it detects excessive data use. This can happen if a customer plugs in something other than the Alfa Laval system. “If they start streaming high-res videos that will consume data rather quickly, we can identify that and determine which device is consuming the high amount of data,” he said.

If a customer requires an excessive amount of support because of a problem on their side, Alfa Laval can track it. “The portal allows us to fully document how much time, and how much data we use during that time,” Heffelfinger said.

Advanced Technical Services Manager Herbert Huong added, “AT&T’s IoT team was great to work with. They set up a customized dashboard that helps us manage the service internally.”

Security and simplicity

Heffelfinger is pleased with the security AT&T Business offers. “We require a very high level of security, so with the data cards, we have two- to three-level authentication on our devices. Coming through a data network rather than a hardware connection is key for us because it can be quickly shut down if there’s questionable data being transferred,” he said. “We can shut a system down remotely through the portal, whereas with a hardwired signal we would not be able to do that without being onsite.”

He also appreciates how easy it is to operate, its simplified billing, and the AT&T Business team’s support. “What’s nice is that AT&T has a dedicated sales force that understands the entire Internet of Things, which is rare,” Heffelfinger said. Before switching to AT&T IoT, Alfa Laval had trouble getting help when they ran into problems. “Having the AT&T dedicated sales and technical teams has helped us out a great deal, for the present day and the future.”

Looking ahead, Alfa Laval sees opportunities to further leverage data and AI capabilities to enable more proactive, autonomous machine monitoring and maintenance. The company views its connection with AT&T Business as an ongoing collaboration that will help support its future initiatives.

As a leader in global IoT connectivity, AT&T Business continues to build on this reputation in providing enhanced connectivity and management solutions for businesses like Alfa Laval¹. It’s a distinction that hasn’t gone unnoticed by Heffelfinger and his team. “With AT&T, we have a trusted name in the communication industry,” he said. “And people feel safe with AT&T.”

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**Phil Heffelfinger, Automation Engineering Manager
Alfa Laval**

¹ “AT&T Recognized as a Leader in Global IoT Connectivity Rankings Due to Breakthrough Innovations,” AT&T, November 21, 2025, <https://about.att.com/story/2025/transforma-insights.html>.