



IN THE SPOTLIGHT

## Case study: Skylux nv

# NFC technology optimises product identification and information provision to customers

## The customer

SKYLUX is an international player with a strong reputation in the daylight systems market. The Belgian company produces, among other things, flat roof windows, skylights and terrace roofs.

## The challenge

Today, technology plays an essential role in optimising business processes. Skylux realised the potential of NFC (Near Field Communication) technology to contribute to more efficient product identification, accurate tracking and enhanced digital services. Furthermore, the technology was easily available to the end customer on a smartphone.

The company was looking for a reliable supplier to assist in implementing NFC technology and chose to collaborate with Aucxis.



NFC technology enabled Skylux not only to optimise the identification of daylight systems but also to guarantee a seamless customer service.

Tom Mulie  
Sales Lead Installers



NFC tag on the gutter cover plate of a veranda



The product iWindow2 was equipped with an on-metal tag that can be scanned by the customer through the glass.



## The solution

Aucxis' most important role in this project was selecting suitable NFC tags for the daylight systems. If a tag does not adhere well to or is not compatible with a particular surface, it can result in read errors or reduced reliability in identifying the item.

The extensive on-site tests resulted in the selection of a tag for plastic carriers and a separate tag for metal carriers.

Application of the technology:

### Digitised internal tracking

The preprogrammed NFC tag contains a unique code which is linked to all production data: traceability code, materials used (what, by whom, when, ...). This information is accessible through a website.

### Improved user experience

Today, the customer can scan the NFC tag and transmit the unique code, allowing Skylux to gain immediate access to the corresponding product and consult all the mentioned properties.

In the future, Skylux has plans to provide the customer with more extensive information when scanning the NFC tag, including usage, assembly and maintenance instructions, certificates, contact details for further

information, maintenance requests, complaint forms, the possibility of ordering additional accessories, and more. And all this with a simple tap on a smartphone!

## What is NFC?



NFC (Near Field Communication) is a specific version of passive HF RFID primarily used for contactless consumer transactions, such as payments and ticket confirmations. NFC also works on the basis of radio signals, but only at a very short distance, for example, when someone makes a payment by holding a bank card or smartphone within a few centimetres of a reader. Another strength of NFC is the possibility to guide people to additional information using their smartphone.

Read more about NFC on our website



## The result



### Quick identification

The introduction of NFC technology has proven to be an innovative and valuable investment for Skylux, providing clear added value in the identification process of daylight systems today.



### Transparent life cycle

Gaining profound insight into the materials used and production data results in a transparent view of the complete life cycle of products. This opens the door to opportunities for sustainable recycling and reuse. This transparency does not only create a more responsible approach to production but also offers concrete opportunities to embrace circular processes.



### Paperwork disappears

The further digitisation of documents allows to reduce paper consumption and waste. The shift to digital documentation fits perfectly with modern business practices, aiming for more sustainable and environmentally friendly solutions.



### Advanced customer service

In the future, customer service will also be further optimised by providing comprehensive information through a simple scan on a smartphone. This does not only provide convenience and accessibility but also supports a more seamless and personalised customer experience.

**AUCXIS**

RFID SOLUTIONS

Aucxis bv

Zavelstraat 40  
9190 Stekene  
Belgium  
+32 (0)3 790 17 17  
info@aucxis.com  
VAT BE 0429 285 178



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