

How Remote Assist and HoloLens 2 successfully reduced Manufacturing downtime

SphereGen Case Study Remote Assist

Global manufacturer with multiple plant locations improves process output using remote support.

Microsoft
Partner

Mixed
Reality

OVERVIEW

Learn how a global manufacturer was able to reduce equipment downtime, increase specialist productivity, and reduce the cost of travel and equipment breakdowns by utilizing the HoloLens 2 and Remote Assist. A simple solution to a complex and costly problem in the industry.

Challenges

Support for equipment breakdowns in remote locations relied on phone calls or waiting for a specialist to arrive on-site to fix the problem. The manufacturer was experiencing slow turnaround on technical support calls. Available solutions were costly or inefficient, involving expensive last-minute travel or cumbersome remote viewing methods such as video calls using a phone, iPad and Laptops.

The manufacturer needed a solution to:

- Reduce the cost of sending specialists to address support requests
- Reduce production downtime caused by waiting for a specialist to arrive
- Improve the capabilities of their remote support services

Solution

Implemented HoloLens 2 with Remote Assist services. The manufacturer purchased (1-2) HoloLens 2 headsets per factory so that when a piece of equipment requires service, a specialist can evaluate the equipment remotely. Using annotations and visual cues, the specialist can walk the technician through the solution instead of having to travel to that location.

IMPACT

- Decreased equipment downtime and associated costs
- Reduced the total cost of travel throughout the year
- Decreased response time to a service request
- Improved the remote support service capabilities by making it easier to view the shop floor (hands free headset)

Platform

- Microsoft Teams
- Remote Assist (RA)
- HoloLens 2

Skills

- Azure
- HoloLens 2 & Remote Assist Support
- HoloLens 2 Implementation
- Remote Assist Implementation
- Microsoft Teams Implementation (Microsoft Admin Portal, Intune, and Power Platform Admin Center)