

# Using Remote Assist and HoloLens 2 for Remote Support of 3<sup>rd</sup> Shift

## **SphereGen Case Study Remote Assist**

A Connecticut 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.

Microsoft Partner

# OVERVIEW

A Connecticut manufacturer was experiencing downtime delays and inefficiencies when responding to 3<sup>rd</sup> shift equipment malfunctions. Implementing Remote Assist allowed for 3<sup>rd</sup> shift remote support, reducing all need for specialists to travel on-site, resulting in efficient problem resolution and less downtime.

## Challenges

Support for equipment breakdowns during the 3<sup>rd</sup> shift relied on phone calls or waiting for a specialist to arrive on-site to fix the problem. Our client was experiencing slow turnaround on technical support calls. Available remote solutions involved cumbersome viewing methods such as video calls using a phone, iPad and Laptops.

### **The manufacturer needed a solution to:**

- Reduce production downtime caused by waiting for a specialist to arrive
- Remove the inconvenience of sending specialists to address support requests during 3<sup>rd</sup> shift
- Improve overall capabilities of remote support services

## Solution

Implemented HoloLens 2 with Remote Assist services. Our client purchased HoloLens 2 headsets, to facilitate remote evaluations for malfunctioning equipment. Using annotations and visual cues, specialists can walk technicians through a solution instead of having to travel to that location.

This resulted in:

- Decreased equipment downtime and associated costs
- Improved response time to a service request
- Enhanced remote support service capabilities by making it easier to view and work on the equipment in focus (hands free headset)
- Happier specialists, as they could remain at home to field 3<sup>rd</sup> shift support calls

# RESULTS

*Reduced Downtime*



*Improved Response Time*



*Easier Remote Support*



# THE DETAILS

To improve problem resolution and equipment downtime during the 3<sup>rd</sup> shift, our Client implemented Teams and Remote Assist with the HoloLens 2.

## APPROACH

### Teams Implementation/Training of Remote Assist

We worked with our client to implement and configure a Teams environment to properly allow communications and collaboration for the HoloLens 2 and Remote Assist. Implementations were tested in the production facility to ensure audio could be heard above production noise and that network speed was sufficient for uninterrupted communication. All users were trained on the features of Remote Assist and how to troubleshoot any connection exceptions.

### Remote Maintenance Support

With Remote Assist and the HoloLens 2, the production line staff is able to work with their equipment specialists, heads down and hands free. As specialists guide them, they can work with both hands while still receiving verbal and visual cues from their support team. Call setup is quick and the ability to problem solve is focused and effective, reducing downtime.

### Improved Response Time

Once our client was trained on the operation of Remote Assist, equipment specialists no longer needed to travel to the factory to provide specialized guidance and support. Response time improved as 3<sup>rd</sup> shift staff no longer had to wait on specialists or technicians to arrive to solve the problem. Specialists were relieved, as they could respond to calls off hours from their home, removing the need to travel in the middle of the night.

### Platform

- Microsoft Teams
- Remote Assist (RA)
- HoloLens 2 using Mixed Reality (MR)

### Skills

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

# CONCLUSION

Implementing Remote Assist on the HoloLens 2 enabled our client to achieve their goals of improved 3<sup>rd</sup> shift response time for service calls, decreased equipment downtime and no travel for specialists during 3<sup>rd</sup> shift.

In summary, our client realized:

1. Ability to effectively support equipment maintenance remotely
2. Improved clarity and understanding of operations viewed through the Remote Assist feed leading to better remote problem resolution
3. Increased confidence of production line technicians in problem resolution
4. Employee satisfaction due to overall improvements in 3<sup>rd</sup> shift requirements
5. Cost savings due to less downtime and travel expenses

Remote Assist with the HoloLens 2 is a powerful tool for the Manufacturing industry in multiple capacities. If you are interested in learning more about this platform and using Mixed Reality (MR) in your organization, please contact us – we are an experienced Microsoft Mixed Reality Partner.

SphereGen is a unique solutions provider that specializes in cloud-based applications, custom web/mobile apps, RPA (Robotic Process Automation), and Extended Reality (AR/VR/MR). We offer full-stack custom application development to help customers employ innovative technology to solve business problems.