



# Driving innovation, service and quality with TeamViewer Pilot

TeamViewer Pilot enabled HURCO to provide real-time technical support to its customers and on-site technicians for inspection, repair and maintenance anywhere in the world.

In the manufacturing sector, the pace of competition continues to rise – pushing for lower price per part, shorter lead times, and more stringent quality control. Manufacturers today are focusing on achieving higher levels of productivity, optimizing processes, and reducing costs in order to meet these rising demands and maximize their machine utilization rates. To keep up with these changes, in the last decade, there has been major changes with Industry 4.0 implementation and digitization of existing processes. Intelligent sensors integrated into the machines measuring data like spindle vibration or networked software communicating seamlessly between several machines on a shop floor across various sub-processes starting from CAD design to machining to part measurement and quality control – the industry is underway a huge technology overhaul.

Hurco Companies, Inc., a US manufacturer of 5 axis machining centers, turning centers, autobend, CNC control software, is also affected by this change. The industrial technology company designs and produces interactive computer controls, software and computerized machine tools and machine tool components. The end market for

the company's products consists primarily of independent job shops and short-run manufacturing operations within large corporations in industries such as aerospace, defense, medical equipment, energy, transportation and computer equipment.

Amidst all these technology updates, there is still a big challenge Hurco faces the same way that other manufacturers do – machine downtime. In conventional setups, when a machine is not working, companies usually call the tech support of the machine manufacturer and a service technician is sent to troubleshoot and resolve. In such cases, one must wait to schedule a technician, who then needs to travel to the customer facility and troubleshoot the machine to detect the fault and then repair.

Usually, with precise systems like the Hurco 5-axis vertical machining centers – troubleshooting, fault detection and resolution is very complex and requires longer resolution time, along with key technology expertise.



## HURCO®

mind over metal®

Hurco Companies, Inc. is a US manufacturer of 3 and 5 axis machining centers, turning centers, Autobend, and CNC control software. The industrial technology company designs and produces interactive computer controls, software and computerized machine tools and machine tool components. The end market for the company's products consists primarily of independent job shops and short-run manufacturing operations within large corporations in industries such as aerospace, defense, medical equipment, energy, transportation and computer equipment. Hurco has been founded 1968. Operating worldwide, the headquarter is located in Indianapolis, IN. [www.hurco.com](http://www.hurco.com).



### Challenges

- » Increasing uptime for HURCO customers
- » Reducing service response time and minimizing travel cost of onsite support
- » Enabling customers and on-site technicians to troubleshoot and perform maintenance procedures efficiently



### Solution

TeamViewer Pilot enabled HURCO to provide real-time technical support to its customers and on-site technicians for inspection, repair and maintenance anywhere in the world without having to travel. With TeamViewer Pilot, the experts can see on their smartphone what the customers and onsite technicians see on the machine and guide them using 3d markers and text annotations. This reduced the overall response time for fault detection and resolution and increased savings on travel cost.

## With AR, Hurco is taking its maintenance, repair and service to the next level.

Hurco is taking its maintenance, repair and service to the next level incorporating real-time augmented reality support with TeamViewer Pilot. Ryan Lay, Manager Control Support and Testing at Hurco, explains: "Our field service has to do everything from upgrading software to troubleshooting electrical circuits to rebuilding mechanical systems, spindles, drive systems, ball-screws – all kinds of stuff so they really get into a wide array of things that they have to do. TeamViewer Pilot is an AR tool that allows us to see in real time what our service or customer is looking at on the machine."

To minimize the service resolution time, it is crucial to be efficient in all steps of service support – starting from the support call to the final resolution. Shortage of subject matter experts (SME), technical complexity and geolocation restriction often compound this problem – the customer needs to wait for a technician to be scheduled who needs to travel halfway across the world to diagnose the fault and resolve.

"Previously we would have to talk to the customer and ask them to describe the error and then somebody had to visit the site to troubleshoot and identify the fault and then resolve. With Pilot, an agent located anywhere in the world can be virtually 'transported' to the customer in an instant. By utilizing the customer's smartphone camera, the agent can see in real time what the customer or technician is talking about. The agent provides a sequence of actions that will resolve the issue and guides the customer with AR to clearly show the steps they need to take," says Ryan.

Ryan's team already successfully used TeamViewer for Internet-based remote access and support and hence trusted the solution which scored with speed and reliability. In the continuous search for ways to streamline the support process, the company was quickly convinced of the opportunities offered by Augmented Reality (AR). Various AR products were evaluated, including the solution of an IT giant from Silicon Valley. Ryan: "We had evaluated a Microsoft solution using augmented reality glasses but chose to try Pilot due to the low initial cost provided by using existing phones for the augmented reality interface."

On average, operation and maintenance costs have major impacts on the return on investment (ROI) – combined, they often exceed even the acquisition cost. So, when a customer invests on a CNC machining center, they expect it to run year after year and keep producing parts in all three shifts. With automation systems, they are often integrated into production lines. So, a single machine downtime might impede the whole line, incurring huge loss.

*"By utilizing the customer's smartphone camera, our support technicians can see in real time what the customer is talking about and offer instant remote assistance, without the need to travel. With TeamViewer Pilot, it's a win-win for all."*

**Ryan Lay, Manager Control Support and Testing at Hurco**



Hurco prides itself in ensuring that its customers get fast and effective service support to keep their machines up and running 100%. Hurco has been using TeamViewer Pilot for one year now. The internal support team with 15 technicians can support hundreds of support employees in the field across the United States, thanks to AR.

"We have a core set of top-level service support experts who can guide our field service or customers remotely without having to actually go out to the field. This enables us to have different levels and tiers of experience out in the field and yet bring the full support to our customers immediately," says Ryan. "We can guide the customer to fix the issue or if needed, we can also schedule a technician. It's a win-win for all. We reduce expenses by cutting down on unnecessary travel and other associated costs without compromising on our key focus – to deliver customer satisfaction."

## TeamViewer US LLC

As a leading global provider of remote connectivity solutions, TeamViewer empowers users to connect anything, anywhere, anytime. The company offers secure remote access, support, control, and collaboration capabilities for online endpoints of any kind. By innovating with cutting-edge yet easy-to-deploy Augmented Reality (AR) and Internet of Things (IoT) implementations, the company enables businesses of all sizes to tap into their full digital potential. TeamViewer has been activated on more than 2 billion devices; more than 45 million devices are online at any time.

For more information, go to [www.teamviewer.com](http://www.teamviewer.com) and follow us on social media.

TeamViewer US LLC  
5741 Rio Vista Dr.  
Largo, FL 33760  
800-951-4573