

LEITNER ropeways

AR-based support optimises the operating time of ropeways

LEITNER[®] ropeways

What began more than 130 years ago with the founding of the company, continues to move people around the world to this day. As one of the world's leading companies in the development and construction of ropeway systems, LEITNER ropeways places particular importance on developing state-of-the-art technologies and constantly striving for innovation and high-quality product design. LEITNER ropeways is part of the High Technology Industries (HTI) Group, an umbrella organization that unites the additional brands of PRINOTH (snowgroomers and tracked utility vehicles), DEMACLENKO (snow-making systems), POMA (rope-hauled transportation systems), AGUDIO (material ropeways), LEITWIND (wind turbines), and MINIMETRO (cable-drawn rail vehicles).

As a manufacturer of state-of-the-art technologies, customers expect premium support from LEITNER ropeways – anywhere and anytime. The company's service team has to tackle several challenges:

Challenges

- Availability 24 hours a day, 365 days a year and immediate troubleshooting anywhere around the world
- Difficult working conditions when performing outdoor repairs
- Ropeway size and complexity make troubleshooting difficult

Solution

When providing support for ropeways, a view of the system from outside is often required. Here, the TeamViewer Pilot smartphone app supports troubleshooting with augmented reality functions. TeamViewer Pilot provides real-time video stream of the service location. Using graphical elements displayed on the live image, the experts at LEITNER ropeways can assist the technician on site. By recording the video connection, technicians can document the procedure.

Results

- Immediate repair thanks to remote assistance rather than field service technicians having to travel for several hours
- Fast troubleshooting even across language barriers if a customer speaks a different language
- No more costs for field technicians thanks to remote support via TeamViewer Pilot



TeamViewer



TeamViewer Pilot enables immediate help via Augmented Reality for one of the world's leading manufacturers of ropeways.

Ropeways are the most important means of transport for exploring the mountains and are also considered a convenient means of transport in cities. They are innovative and versatile, bringing winter sports enthusiasts comfortably and quickly to the ski slopes, solving traffic problems in large cities and making leisure facilities more attractive thanks to easy transport by gondola lift.

LEITNER ropeways from Sterzing in South Tyrol has been producing ropeways since 1888. Today the company is one of the world's leading manufacturers of ropeways. The company has realised projects all over the world. One of their latest showcase projects is the tricable gondola lift on the Klein Matterhorn in Zermatt, Switzerland – the world's highest 3S ropeway. Latest generation ropeway technology from LEITNER ropeways was incorporated in the world-renowned winter sports resort in Kitzbühel, Austria.

In addition to ski resorts, ropeways are a very popular means of transport in urban areas. For example, LEITNER ropeways attracted a great deal of attention in 2016 with the construction of a new ropeway system in Mexico City. The country's first urban ropeway consists of two gondola lifts and plays an important role in solving traffic problems.

Often a visual inspection is needed

Peter Rabanser, Director of Customer Service at LEITNER ropeways, explains the major challenge of ropeway operators: "In order to be economically viable in the long term, ropeway transportation systems must function reliably at all times and meet all safety standards – and they must do so throughout their entire service life". To protect operators and their customers, modern ropeway systems are provided with a variety of state-of-the-art safety systems that issue warnings in the event of even the slightest deviation from normal operating conditions. As a premium manufacturer of ropeway systems, customers of LEITNER ropeways also expect premium support in case of an emergency. According to Rabanser, this means:

"Availability and support with immediate troubleshooting 365 days a year, anytime and anywhere in the world". LEITNER therefore offers a complete servicing and maintenance solution tailored to customers' specific needs. "Obviously, we do not want to keep our customers waiting for a technician to arrive on site", Rabanser adds. This is why 110 technicians at the service centre in Sterzing provide remote support for more than 2500 ropeway systems around the world. This is where TeamViewer remote support comes into play. "It enables our experts to access the affected systems directly to quickly check and eliminate common sources of error or adjust settings if necessary".

In many cases, however, it is important to perform a visual inspection of the system conditions. The sheer size and complexity of the ropeways make troubleshooting difficult. In addition, outdoor work takes place under difficult working conditions. Rabanser: "For this reason we have been using the TeamViewer Pilot app for several months now. It enables us to help our customers faster and more efficiently. The app allows us to identify the measures that need to be taken. The AR feature offers us the possibility to support customer employees with markings and drawings during the necessary measures on site".



Augmented Reality reduces personnel costs

Rabanser explains the functionality of TeamViewer Pilot using the example of a ropeway control error in the Austrian Alps: The operator reports the error by phone to the LEITNER service centre. It quickly becomes apparent that the error cannot be remedied via remote access to the system. The expert at LEITNER then connects his computer with the smartphone of the technician on site after the technician has given his approval by tapping the TeamViewer Pilot app.

Now the LEITNER service employee has the same view of the system as the technician on site. If the camera of the smartphone is pointed at the system control, both can see the countless signal lamps that indicate the status of each individual component.

The LEITNER employee marks the corresponding relay with a 3D arrow or free-hand drawing by tapping on it. The marking retains its position even if the technician tilts the smartphone to the side or marks something himself.

All the technician has to do now is replace the relay to ensure trouble-free operation of the system. Rabanser concludes: "On this one service call we saved four hours that the service technician would have otherwise spent driving from Sterzing to Kitzbühel and back." The customer was very pleased, because the gondola did not even have to be stopped. And our technician was able to assist the next customer immediately instead of wasting time on the highway".

Quicker customer service, optimised system availability

TeamViewer Pilot considerably improves LEITNER customer service times. The result: Gondola availability and transport capacity increases – as does passenger satisfaction. Rabanser and his team also benefit. Thanks to TeamViewer Pilot, LEITNER can deploy its highly specialized technicians much more efficiently.

Travel times are completely eliminated as problems are solved remotely, whether on the chairlift, gondola or in urban public transportation.

Even if immediate help is not available, the app still helps to prevent unnecessary service visits.

This is because the service employees at the service centre can see what parts and expertise are required to remedy the fault. The transport of people and goods can continue.

[Click here to watch video](#)

TeamViewer

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. Founded in 2005, in Göppingen, Germany, the company employs more than 800 people in offices across Europe, the United States, and Asia Pacific. For more information, go to www.teamviewer.com and follow us on social media.

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