

TeamViewer Pilot Support for laser systems



ALOtec gains a competitive advantage with after-sales service via remote support with Augmented Reality.

Components with simple geometries are history in many industries: With advancing technology development, the trend is moving towards individual, complex shapes. This results in challenges for the manufacturing industry, which they can only meet with solutions from special machine construction. ALOtec builds such special systems for robot-supported laser applications in machine, mould and tool construction. Laser hardening, laser cladding and laser welding can be used to produce complex shapes with optimum hardness and wear protection properties and can also repair worn components.

The special features of the unique machine construction create challenges in support and service for the company. In order to save time and costs while effectively helping customers, ALOtec relies on TeamViewer and TeamViewer Pilot.

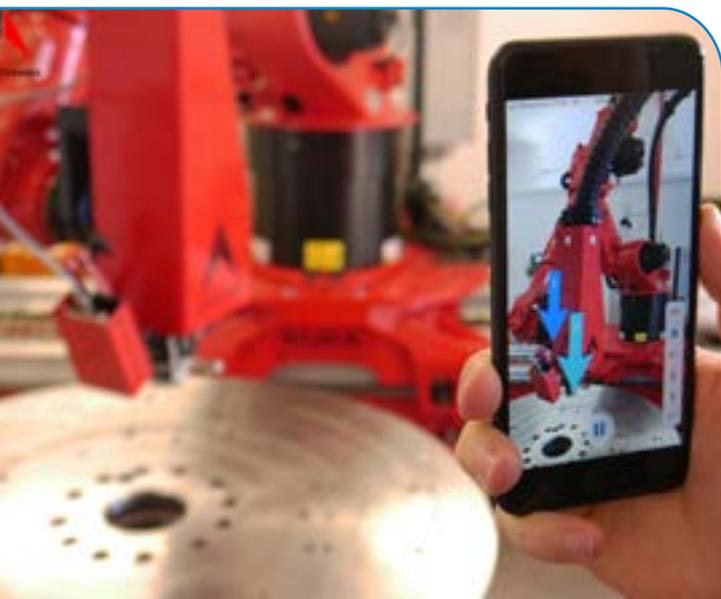
Challenge

ALOtec plants are installed all over the world. When it came to service and support on an international level an efficient solution was needed.

- ④ **Misunderstandings in telephone support for complex problems**
- ④ **High time expenditure for travel**
- ④ **Lack of overview of the customer's entire plant can make it difficult to find solutions**

Solution

With TeamViewer, ALOtec service technicians can remotely access the plant and directly view and adjust plant parameters. With the Augmented Reality (AR)-based app TeamViewer Pilot, the customer and the ALOtec support have a shared view of the situation.



Results

TeamViewer and TeamViewer Pilot provide the technicians of ALOtec a more exact picture of the situation at the customer's site than with classical support.

- ④ **Faster and more accurate diagnosis and troubleshooting.**
- ④ **Time savings of up to two hours per service case and cost savings of up to ten percent**

National mid-sized company - international support

ALOTec plants can be found in companies all over the world. Additionally, ALOTec offers its competence as an expert for laser technology and a contract manufacturer: If a customer has peak order periods, they can also outsource parts processing to the company in Kesselsdorf, Saxony. ALOTec also delivers temporary mobile systems to customers in order to increase productivity in peak periods. A coherent business model, which has brought the company orders from medium-sized companies to large corporations.

Worldwide service and support on an international level presented a challenge for ALOTec. In recognition of the fact that there is little „standard“ for customer inquiries in special purpose machine construction and that international travel for support purposes is time and cost intensive, ALOTec has been using TeamViewer for service, support and consulting since 2015.

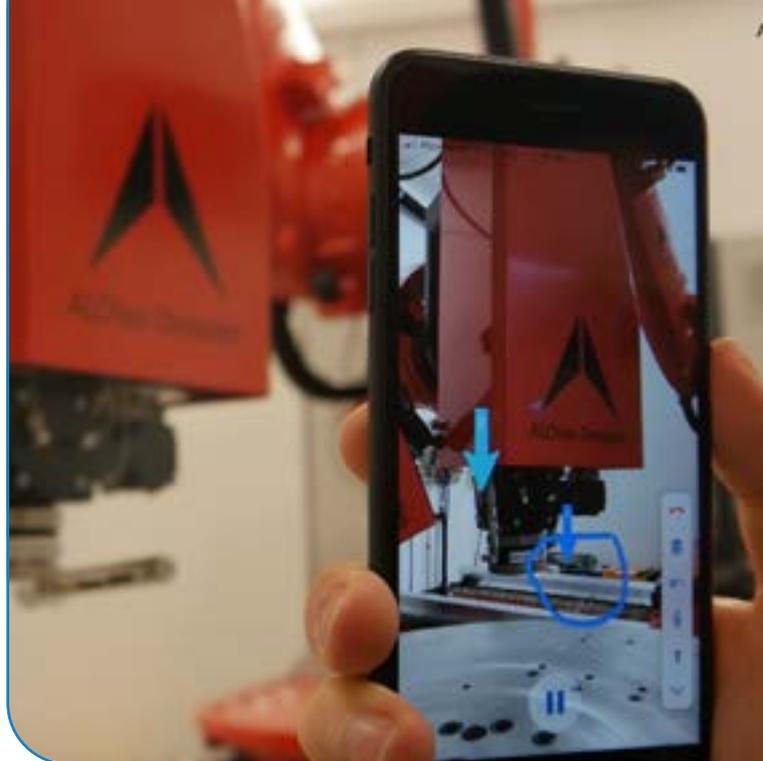
Augmented Reality takes support to the next level

TeamViewer offers not only a platform for optimal, fast and responsive communication with the customer - but also allows the ALOTec service technicians to access the customer's plant remotely with the consent of the customer. Thereby, they can read out process and plant parameters, view the error logbook and make adjustments directly.

However, some problems cannot be solved by configuring the software, so a look at the hardware is necessary. Therefore, ALOTec has been offering its customers support since the beginning of 2020 via Augmented Reality (AR) through the application TeamViewer Pilot. „Through TeamViewer Pilot we have the possibility to interactively guide our customers in real time and to decisively contribute to solving problems by means of video telephony and AR-markings“, reports Clemens Kuhn, Senior Executive at ALOTec.

Technicians share a video in real-time

Through the free app, TeamViewer Pilot customers or technicians on site can share a video in real time with the service technician of ALOTec via the smartphone camera. Creating a shared view of the problem. Important places, like the control panel of the robot of the laser system, can be highlighted by AR-marking. The extraordinary thing: The marking stays in place, even if the camera is moved. The expert can also add text to the fixed positioned annotations. This allows users and service technicians to work together on the solution as if they were both in the same place at the same time.



**Clemens Kuhn, Senior Executive,
ALOTec Dresden GmbH**

By using TeamViewer and TeamViewer Pilot we were able to shorten our reaction time significantly.

Time saving of up to two hours per service case, and ten percent lower costs for the support offer

Customer feedback shows that the decision to use TeamViewer Pilot was the right one: „The best feedback is often no feedback at all, satisfied customers just keep working“, says Clemens Kuhn. „And when we hear something, it is consistently positive. Our customers appreciate our responsive problem solving. TeamViewer has noticeably improved our service, which has enhanced our reputation and image with the customer“. And ALOTec itself profits immensely from the time saving of up to two hours per service case, as well as up to ten percent lower costs for the support offer.

For the future, Kuhn can imagine increasing the cooperation with TeamViewer even more. For example, it would be possible to network the systems using TeamViewer IoT in order to make the impressive service offer through predictive maintenance even better. But for now he is happy with the current solution: „The improved service is a significant qualitative benefit that gives us a decisive competitive advantage over our competitors in the market.“

Take the next step

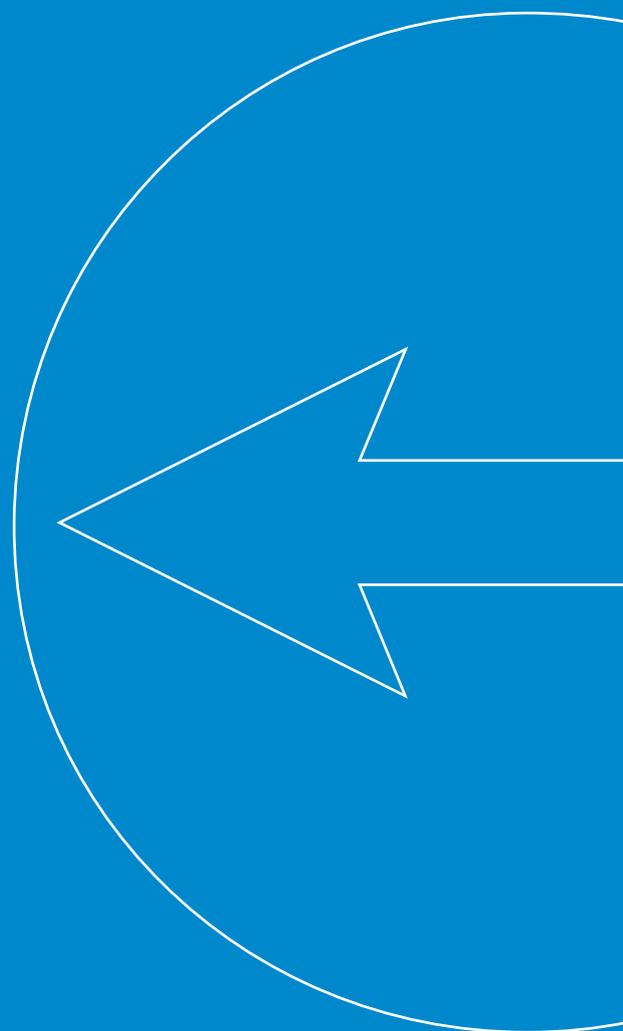
To learn more about the TeamViewer solution presented in this article, please contact your TeamViewer sales representative. Visit us on: www.teamviewer.com/pilot

About ALOtec

ALOTec Dresden GmbH is a medium-sized company in Kesselsdorf, Germany, which has been manufacturing systems for robot-supported laser applications for 20 years in mould, tool and general engineering. Furthermore, ALOtec offers laser hardening and laser cladding as a service. More information: www.alotec.de/en.

About TeamViewer

TeamViewer is a leading global technology company that provides a connectivity platform to remotely access, control, manage, monitor, and repair devices of any kind – from laptops and mobile phones to industrial machines and robots. It enables companies of all sizes and from all industries to digitalize their business-critical processes through seamless connectivity. TeamViewer proactively shapes digital transformation and continuously innovates in the fields of Augmented Reality, Internet of Things or Artificial Intelligence. The company is listed at Frankfurt Stock Exchange and belongs to MDAX.



Let's connect.

www.teamviewer.com