



Instant problem solving with xAssist

KEMPER is reducing costs and increasing employee satisfaction with the help of augmented reality.

KEMPER®

INITIAL SITUATION:

KEMPER GmbH is one of the technological leaders for welding fume extraction units and filter systems within the metal processing industry. Their installations are used around the globe freeing the air from health damaging welding fume and the particulate matter that comes with it. In case of a disturbance with the extraction systems, any work needs to be put on halt, so the employees on-site are protected, causing high outage costs for the companies. Through efficient and sustainable service KEMPER minimizes these downtimes. Simultaneously, they are aiming to ensure high employee satisfaction through an improved work-life-balance.

"With xAssist we guarantee a first-class service."

Thomas Schwabe, Head of After Sales & Services, KEMPER GmbH



10 locations worldwide



Metal processing industry



In productive deployment



Live since 2020



BUSINESS CHALLENGES

In case any installed extraction systems fail, and the raised ticket exceeds the possibilities of a conventional support via telephone, a KEMPER mechanic needs to travel to the customer's facility. Despite the proximity to the customer due to the worldwide KEMPER locations, high personnel and travel costs are caused by service calls. Also, qualified personnel is not always available and because of restrictions during the corona pandemic, on-field service deployments became impossible. This resulted in longer downtimes of the customers' smoke extraction systems.

TEAMVIEWER SOLUTION

KEMPER has opted for the use of remote support for direct communication in customer service, to offer on-site service without physical presence. Via express delivery the customer receives smart glasses, already equipped with TeamViewer's Remote Assistance solution. The package also includes a mobile hotspot, so the glasses are ready for use upon delivery. A KEMPER expert connects via video call with the customer's employee wearing the smart glasses and guides them through the maintenance process. This does not only shorten any equipment downtimes significantly, but KEMPER is also able to maintain customer proximity albeit being geographically distant. In addition to direct problem solving, remote support also helps with pre-assessment for more complex operations, simplifying effort and material requirement estimates.



CONVINCING BENEFITS

With remote support, any occurring problems on the welding smoke extraction systems are solved more quickly. This ensures first-class service, reduces costs, and facilitates optimal customer support. The reduced need for travel does not only help KEMPER in making their services eco-friendlier but also in ensuring a better work-life-balance for their mechanics. Moreover, the service is not only sustainable in environmental terms: Through the guidance, the customers get to know the installed systems and are able to better evaluate if expert help is even needed. In addition, remote support improves the professional development of KEMPER's employees: They learn to use digital tools more purposeful and how to pass on their expert knowledge.

- ⊕ **Faster and more efficient maintenance**
- ⊕ **Sustainable service**
- ⊕ **Increased employee satisfaction**

