

Gaining a Competitive Edge in Mechanical Engineering with Augmented Reality

A leading hydraulic connection technology company secures highest availability of its facilities with TeamViewer Assist AR



VOSS

When developing and manufacturing hydraulic systems in mechanical engineering, process reliability and monitoring are critical. This is the case at VOSS Fluid GmbH, a subsidiary of the VOSS Group from Wipperfurth in Germany. In order to stay competitive in the highly crowded market in Germany, a leading global supplier of hydraulic connection technology relies on cutting-edge technology, a high level of automation, and high-precision control and measuring mechanisms in its fleet of machines.

The main focus is always on product quality, so that the components – installed in machines and systems – can withstand high stress and operational pressure. To ensure the highest availability of its machines and IT systems, VOSS Fluid relies on remote support through TeamViewer. Even if there are problems with technical equipment across the international sites, remote experts can immediately support their colleagues using augmented reality to guide them through the repair process.

Challenges

Maintaining a competitive edge means VOSS Fluid must be able to resolve issues quickly when machines or computers malfunction. Before implementing TeamViewer solutions, VOSS Fluid faced high pressure to resolve these ongoing challenges:

- ➔ **Reducing costs at their manufacturing location in Germany, where every minute of downtime counts.**
- ➔ **Providing technical support for equipment and client computers at six international locations.**
- ➔ **Ensuring technical support for international colleagues, especially during global travel restrictions.**

TeamViewer Solutions

With TeamViewer and TeamViewer Assist AR, the team at VOSS Fluid has the option of remotely accessing machines and computers at any time in order to quickly diagnose and resolve issues.

Results

TeamViewer remote access and augmented reality solutions ensure maximum uptime at VOSS Fluid, enabling them to maintain their competitive edge at their manufacturing site in Germany, as well as their branch offices.

- ➔ **Achieved highest availability of machines and computers**
- ➔ **Reduced travel costs by up to 50%**
- ➔ **Secured international business activities, even under global travel restrictions**



Maximizing Uptime, the Competitive Differentiator

In a competitive market, price is an important factor that determines a company's survival. To cut costs, many companies relocate their production abroad. That's not the case with VOSS Fluid from Wipperfürth. As a leading manufacturer of hydraulic connection technology and a system supplier of ready-to-install hydraulic lines, VOSS Fluid supports the local economy by keeping their manufacturing production site in Germany. In order to ensure profitability, the manufacturer relies on its calculated production planning to be successful.

The prerequisite for their success is manufacturing workpieces with state-of-the-art machines and systems in their production halls – a highly automated process. The company produces, for example, connection components and hose fittings that are used in the agricultural sector and the automotive industry. "In production, we use custom machines that fully process forgings within a few seconds," explains Johannes Hüttl, process engineer at VOSS Fluid, responsible for manufacturing IT. In addition, there are control computers and statistical process control (SPC) measuring stations for each system, as well as robots for loading and unloading workpieces. "If even one of these components causes problems, the whole process comes to a standstill or halt. And that may become expensive."

Shorter Assembly Times, Highest Availability

VOSS Fluid can't afford to let their business-critical systems go down. Therefore, in the event of problems with the highly automated systems or the connected IT, TeamViewer enables VOSS Fluid support staff to access the system remotely. For example, from their own office through a secure connection to machines and computers on the factory floor. This way, faults can be diagnosed down to the lowest hardware level and, ideally, be resolved directly – and quickly, because there are no long and unnecessary chains of discussions for error analysis.

Johannes Hüttl explains, "A significant advantage for me, as a user, is having an overall view of all the computers that are connected via TeamViewer. In an individually selected folder structure, I can immediately see all the connected computers and switch to them without having to know the client's name."

Being able to offer fast support through TeamViewer enables critical systems and equipment to remain permanently available. This ensures that there is no threat to the company's planning security. "We are productive again more quickly and downtimes have been significantly reduced," shares Johannes Hüttl. In addition, all connections are logged, for better traceability and compliance with the high operational security requirements.



Source: VOSS Fluid

” Johannes Hüttl, VOSS Fluid, process engineer

A significant advantage for me, as a user, is the overview of all computers that are connected via TeamViewer. In a folder structure, I can immediately see all computers listed in each division.

Technical Support Beyond Borders

"We now use TeamViewer as standard throughout the entire VOSS Group – and have been doing so since 2013," says Johannes Hüttl. At that time, the company had decided to equip all 35 production machines and their control computers, as well as around 100 Windows PCs with the remote support platform. When Italy closed its borders at the beginning of 2020 – due to the Corona pandemic – and it was suddenly no longer possible to enter the country, it became clear that the decision at that time was absolutely right: "The Corona crisis made the remote support options virtually essential for us as a company in order to survive," Johannes Hüttl recalls.

The support is by no means limited to software alone as Johannes Hüttl describes: "It happens that we help our colleagues in Italy, China, France, or Spain having questions regarding hardware issues, or even with the commissioning of new components. That's why we decided to use TeamViewer Assist AR." TeamViewer Assist AR is an augmented reality application, that can be used either with smart glasses or as an app on a smartphone or tablet. Both partners in a conversation see the same image through the camera and can visually highlight important points.

Augmented Reality-Powered Smart Glasses at All Locations

According to Johannes Hüttl, "Due to Corona, we got started very quickly with TeamViewer Assist AR and would not have been able to produce at all without the solution in Italy due to the lockdown." The rollout of new machines or equipment optimizations would also have been affected from one day to the next.

Meanwhile, all other locations have also been equipped with TeamViewer Assist AR supported smart glasses, which further underscores the successfulness of the solution. Plus, augmented reality allows them to do even more: Employees are able to carry out maintenance and fault clearance steps without needing someone to travel on-site, relying on the remote expert's instructions. Recording all support sessions ensures seamless documentation of the steps, and quality management.

Significant Time and Cost Savings

For Johannes Hüttl and his team, TeamViewer and the AR solution are now indispensable: "We used to be on site for several days every two to three weeks, for example, at our branch near Bergamo in Italy, to carry out setup optimization. But with TeamViewer's AR technology, we were able to significantly reduce travel costs for hotels and flights and in some cases by up to 50 percent."

This is one of the reasons why the company is currently considering expanding the use of AR and converting the existing TeamViewer licenses into one group license.

Questions?

Connect with us at www.teamviewer.com/support



About VOSS / VOSS Fluid GmbH

Voss Group is a mechanical engineering company based in Wipperfurth, Germany. The company consists of VOSS Holding GmbH + Co. KG with its subsidiaries VOSS Automotive GmbH and VOSS Fluid GmbH as well as twelve international affiliates with production, service, and sales locations. VOSS Fluid GmbH is a leading international supplier of hydraulic connection technology with locations in France, Poland, Italy, Spain, and China. VOSS Fluid offers everything from a single source – from optimum connection technology in fluid systems to ready-to-install line systems including logistics service. www.voss-fluid.net.

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, and Artificial Intelligence. The company is listed at Frankfurt Stock Exchange and belongs to MDAX.

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