



High-Speed Sequencing with Zero Errors

with TeamViewer Frontline xMake and xAssist



INITIAL SITUATION

WS System GmbH is a highly innovative automotive supplier located in Stuhr, Germany. The young company offers its industry customers component assembly and product packaging services. Innovation has been a fundamental part of the company's DNA from the very beginning, and digitalization of business processes is a big part of it. Following this philosophy, WS System decided to improve its assembly processes with the TeamViewer Frontline solution xMake, where this success story began.



Stuhr, Germany



Automotive Industry



Two Production Lines



” We aimed for a fully integrated wearable computing solution that can be used across different business processes. TeamViewer was able to deliver.

Wassim Saeidi, CEO at WS System

Business Challenge

Facing growing competition from low-wage countries, process quality is crucial for competitive assembly made in Germany. But error-free processes also need to be fast in order to meet high customer requirements. Finally, the solution needed to comply with high ergonomic standards that WS System upholds for employees. WS System not only needed a hands-free solution to optimize its assembly process, but also a solution that could simplify the training processes for new employees, easily scalable for other processes.

TeamViewer Frontline Solution

Within a few months, WS System adapted and implemented the TeamViewer Frontline hands-free make-by-vision solution xMake on two assembly lines. xMake has been fully integrated into their corporate IT landscape through an SPS interface. Each assembly step is now confirmed by external sensors such as scales, light sensors, buttons, or video object recognition allowing the quality assurance process to begin during assembly. Smart glasses now guide workers through assembly processes with an intuitive graphical user interface, with seamlessly integrated sensor-based step confirmation for hands-free working.

Today, workers at WS System that are facing problems on the production line don't have to leave their workspace to consult with shift leaders. Now, they simply call directly from their smart glasses using the TeamViewer Frontline xAssist remote support solution to get real-time support to solve issues.



Fast
Assembly



Zero
Errors



100%
Hands-Free Operation

Results

Introducing TeamViewer Frontline solutions significantly improved the performance of the assembly and training processes at WS System. Further, the process quality was improved reducing the error rate down to zero. Besides the process speed and the error rate, the ergonomics could be optimized significantly by enabling hands-free operation of smart glasses, freeing both hands for manual tasks.

The ability to deploy one single device for different use cases resulted in cost savings for hardware and time savings for tool changing process. Finally, cross-process deployment of TeamViewer Frontline solutions in warehouse, assembly, and quality assurance with only one device provides the desired flexibility for the WS System workforce.

About TeamViewer

As a leading global technology company, TeamViewer offers a secure remote connectivity platform to access, control, manage, monitor, and support any device – across platforms – from anywhere.

With more than 600,000 customers, TeamViewer is free for private, non-commercial use and has been installed on more than 2.5 billion devices. TeamViewer continuously innovates in the fields of Remote Connectivity, Augmented Reality, Internet of Things, and Digital Customer Engagement, enabling companies from all industries to digitally transform their business-critical processes through seamless connectivity.

Founded in 2005, and headquartered in Göppingen, Germany, TeamViewer is a publicly held company with approximately 1,400 global employees. TeamViewer AG (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX.

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