



**TeamViewer**  
Frontline



**Customer Use Cases** | Industrial Augmented Reality



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## **Empower Your Frontline Workforce with Industrial Augmented Reality Solutions**

80% of desk-less workers are not digitalized yet. TeamViewer Frontline is here to change that. Latest wearable computing technology and dedicated AR solutions, empower frontline workers and ramp up their productivity. Overcome challenges in an extensive range of use cases along the entire value chain and across industries, such as logistics, manufacturing, automotive and many more.

Explore how enterprises worldwide benefit from TeamViewer Frontline!

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## Coca-Cola HBC Aims for 100% Accuracy

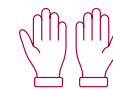
- ✓ Picking information on smart glasses
- ✓ Camera used for confirmation
- ✓ Integrated into SAP



99% Picking Accuracy



+10% Picking Performance



100% Hands Free





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Project Partner:



## BMW North America Augments Their Service with AR

- ✓ Increasingly complex vehicle requirements caused extended service times
- ✓ Remote assistance via smart glasses for knowledge sharing and remote diagnosis
- ✓ Replacement for emails and phone calls



347 BMW Dealers & Selected  
MINI Dealers



Reduced Maintenance and Repair Times



100% Hands Free



## DHL Makes Vision Picking Global Standard

- ✓ Reduced error rate and higher productivity
- ✓ Highly ergonomic, hands free process
- ✓ Ideal support for multi order picking



15% avg. Higher Productivity



50% Less Training Time



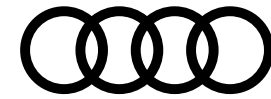
100% Satisfied Workers



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## Audi Immersively Trains Quality Assurance Staff

- ✓ Mixed reality training on real objects using HoloLens and tablets/smartphones
- ✓ Trainers can create and deploy their own training in mixed reality
- ✓ Explanation mode and quiz mode can be used to test trainees' knowledge on the object



Lower Training Costs



Faster Knowledge Transfer



Better Knowledge Retention





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@ Schnellecke Logistics



## High Speed Sequencing at Schnellecke Logistics

- ✓ Support of JIT and JIS processes for production supply
- ✓ Multi order picking with up to 24 orders simultaneously
- ✓ Integration into existing IT infrastructure



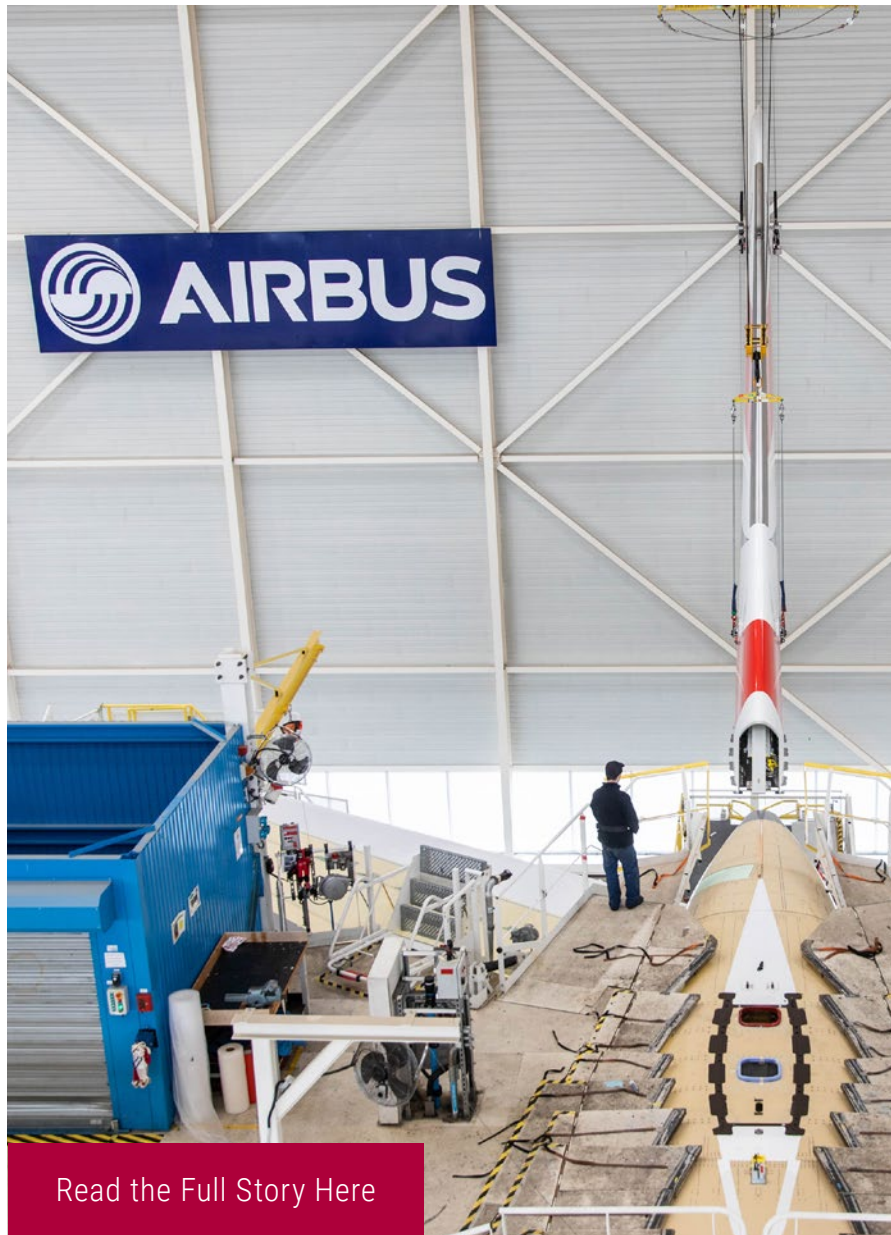
25% Faster Processes



Zero Picking Errors



100% Worker Satisfaction



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# AIRBUS

## Paperless Inspection at Airbus Helicopters

- ✓ MRO of helicopter gearboxes
- ✓ Fully voice controlled interaction for each required documentation step
- ✓ Integration into SAP



40% Faster Inspection



100% Paperless Documentation



Zero Manual Input Errors





## Streamlining Customer Vehicle Repairs at Ford Motor Company

- ✓ Centralized diagnostic team at Technical Assistance Centers (TAC) to assess and solve complex issues
- ✓ You-See-What-I-See technical assistance via smart glasses using capabilities like zoom, screensharing, and recording sessions



Real Time Diagnosis



More Accurate Problem Solving



100% Hands Free



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## Wendy's Leverages AR for Food Safety and Supplier Oversight

- ✓ Remote product evaluations & supplier walkthroughs
- ✓ Complaint investigations (live audits) led by QA team



Reduced Travel Costs



More Visits in Less Time



Positive Feedback from Staff



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## AGCO Fendt Avoids Paint Rework

- ✓ Order scanned via wrist computer
- ✓ Information visualized on smart glasses
- ✓ Integrated into Fendt's plant control system "FendtView"



90% Less Rework



Zero Paintwork Errors



100% Transparent Part Tracking





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## More efficient Repairs at Toyota Germany

- ✓ Smart glasses capture technician's field of view
- ✓ Expert assesses situation in real-time
- ✓ Clear guidance and instructions through integrated visualization tools



20% Fewer Field Service Calls



Faster Problem Resolution



Higher Customer Satisfaction



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## Coca-Cola HBC Digitalizes Changeover Processes

- ✓ Use cases: training and documentation of regular maintenance
- ✓ Step-by-step instructions give guidance – camera used for integrated documentation
- ✓ Automated report generation



30% Faster Training



Higher Reporting Quality



20% Saved Time in Production



## 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. TeamViewer continuously innovates in fields such as Augmented Reality, enabling companies from all industries to digitally transform their workforce and business-critical processes. Through strategic acquisitions of Ubimax, Upskill, and Viscopic, TeamViewer has built a fully comprehensive, end-to-end AR solution on the market. TeamViewer Frontline optimizes processes along the entire industrial value chain, closing the loop to an entirely digital industrial workspace. 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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