

TeamViewer Frontline Augmented Reality for SAP Service and Asset Manager

Hands-Free, AR-Powered Maintenance and Service



Optimize Maintenance with Hands-Free Support

In asset-intensive industries, regular maintenance of enterprise assets is crucial for smooth and efficient operations. While many digital asset management solutions are increasing the overall efficiency of maintaining and servicing assets, technicians still face increasingly elaborate maintenance processes, shorter cycles for new hardware introductions, and larger varieties of wearable hardware in the field.

Enable service technicians to execute maintenance tasks quickly and with greater precision with TeamViewer Frontline Augmented Reality (AR), an SAP endorsed app, integrated with SAP Service and Asset Manager. Provide remote workers with the exact information and expert support they need, where and when they need it, on smart glasses and wearable devices. Unlock further efficiencies in operational productivity, process compliance, asset governance, and workforce safety, in real time.

Work Hands-Free and Increase Productivity

Using smart glasses enhanced with TeamViewer Frontline and integrated with SAP Service and Asset Manager, technicians can work completely hands-free and execute maintenance tasks faster and with fewer errors.

- See step-by-step instructions, manuals, videos, and workflow steps directly in the technician's field of view
- Enable technicians to perform critical tasks more efficiently and with greater ease
- Elevate the inspection routine from a linear, digital process using a mobile app to an AR-based workflow on smart glasses

Extend the value of SAP Service and Asset Manager with TeamViewer

With the TeamViewer Frontline integration, SAP Service and Asset Manager customers can instantly:

- Deliver technician-centered support anywhere and optimize maintenance processes
- Enable technicians to work hands-free
- Improve worker safety and prevent workplace injuries
- Automate digital documentation
- Reduce operational costs by improving first-time fix rates (FTFR)

Get Expert Support and Improve Accuracy

Support field technicians with AR-assisted troubleshooting. With just a few clicks, they can identify and connect to the right remote expert via a live video call. The remote expert can see exactly what the technicians see and walk them through each step to resolve the issue.

Seamlessly Extend SAP Service and Asset Manager

Extend the SAP Service and Asset Manager mobile app with advanced AR technology to expedite inspection and maintenance tasks. The TeamViewer Frontline integration enables technicians to access step-by-step instructions for maintenance and inspection routines – all hands-free. For more complicated or specialized issues, technicians can easily initiate ‘see-what-I-see’ calls with remote experts, wherever they may be, for guided support in real time.

Seamless Integration with Frontline

The integration automatically detects the SAP user and the work order in progress and maintains traceability for any tasks performed in Frontline. It also offers the option to customize the business logic to route support calls to the right expert or team of experts based on specific company needs.

Automatically Manage Documentation and Data

With TeamViewer Frontline integrated with SAP Service and Asset Manager, workflows are digitalized and session data is automatically captured and documented for quality assurance, training, and compliance requirements. The solution generates comprehensive reports, including session recordings, meter readings, troubleshooting images, call records, and chat transcripts, and the data is securely managed and passed back to the designated SAP Data Management Service (DMS).

TeamViewer Frontline for SAP Service and Asset Manager

Enable hands-free inspections and maintenance work, accelerate shop floor digitalization with AR, and reduce costs while increasing performance with TeamViewer Frontline, integrated with SAP Service and Asset Manager.

Extend the capabilities of SAP Service and Asset Manager with TeamViewer Frontline to:

- Minimize repeat visits and rework by reducing inspection times by up to 40%
- Ease execution of complex maintenance tasks via AR-based visual instructions
- Automatically document and confirm tasks digitally through smart glasses
- Better manage resources and workforce shortages by extending the reach and efficiency of skilled experts to the field
- Enable easy remote knowledge transfer to quickly onboard and train workers onsite

Enhance SAP Service and Asset Manager and Reduce Operational Costs with Augmented Reality

Unlock greater operational efficiencies, process compliance, asset governance, and workforce safety, in real time. Empower service technicians in increasingly digitalized working environments – and increase performance and productivity – with TeamViewer Frontline for SAP Service and Asset Manager.



teamviewer.com/sap

Frontline enables SAP customers to digitalize industrial processes for logistics picking, assembly, QA, inspections, maintenance, and field service to extend the value of SAP’s Industry Cloud and SAP S/4HANA solutions.

Learn more at the [SAP Store](#).



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