



TeamViewer
Frontline

Efficient Support and Quick Onboarding of New Employees Via TeamViewer and Smart Glasses



© Boehringer Ingelheim



Initial Situation: German Pharmaceuticals Manufacturer Focuses on Process Digitalization with Augmented Reality (AR)

Boehringer Ingelheim, as one of the world’s leading companies in the pharmaceutical industry, has been working on the digitalization of its work processes for some time and has been supported by the company TeamViewer, among others, since the end of 2018. By using TeamViewer Frontline, they are making use of the “Augmented Reality” principle in the GMP environment of production and packaging.

Complex Retrofitting of Systems in Pharmaceutical Manufacturing and Packaging

To achieve ongoing optimizations and adaptation in the processes, Boehringer Ingelheim works according to the valid guidelines for quality assurance: the Good-Manufacturing-Practice guidelines (GMP). These GMP guidelines are obligatory and are constantly monitored by the health authorities in regular audits.



Ingelheim / Germany



Pharmaceuticals



Productive Use



2022 Solution Deployment

Solution with Teamviewer: Process Digitalization with Augmented Reality

In tests, which were carried out together with the employees on-site, using different models of glasses and various software providers, Frontline impressed with its simple implementation and the intuitive usability. Production processes are now being assisted digitally with TeamViewer Frontline’s Augmented Reality (AR) solutions running on smart glasses.

The two Frontline solutions – xMake for the set-up process as well as xAssist for technical support using live image transmissions – rely on AR, meaning that smart glasses are used to transmit all important elements virtually into the employee’s field of vision.



© Boehringer Ingelheim

Digital Support When Training New Employees with xMake

The set-up process can only be implemented by specially trained production technicians and is based on Standard Operating Procedures (SOPs). xMake allows to simplify the time-consuming process of onboarding, as important processes and information are now directly displayed to the new employees undergoing training via smart glasses.

In practice, all steps can now be displayed visually in their entirety and in the correct sequence via the smart glasses. In addition, the experts responsible for a process can prepare and adapt the necessary knowledge themselves.

Remote Support with Smart Glasses by Using xAssist

With the help of xAssist, the technical support can also be assisted directly on the production lines and equipment. Via the smart glasses, it is now possible for employees on-site to share their field of vision with their colleagues in technical support in real-time. After an initial visual analysis of the production system, they can already initiate measures and show the employee on-site information on how to rectify the fault by using virtual markings.

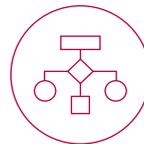
Result



Faster onboarding



Full digitalization of steps in the set-up process



Simple adaptation of workflows



Quick technical support

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.

Contact

www.teamviewer.com/support

TeamViewer Germany GmbH
Bahnhofplatz 2
73033 Göppingen
Germany

+49 (0) 7161 60692 50

TeamViewer US Inc.
5741 Rio Vista Dr
Clearwater, FL 33760
USA

1 800 638 0253 (Toll-Free)



Contact our AR experts:

www.teamviewer.com/en/frontline/trybuy

Stay Connected



www.teamviewer.com