Reduce downtime

TRUMPF

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hmt-1

Problem

Low situational awareness results in slow response

- Difficulty meeting aftermarket SLA's with geographically distributed customer base (triggers costly penalties)
- *Fact:* 80% of Field Service Calls could have been diagnosed and fixed in less than 30 minutes

> **Solution**

Call Customer Support with Video instead of Voice

- Turn the customer into your field diagnostic team by calling customer support with video instead of voice
- PROMISE customer they will get Field Service Engineering on the phone in 1 hour
- Pull Engineers from travel and tell them to stay home
- Remote Mentor video call for customer service bundled with product sold into customer

COLGATE-PALMOLIVE

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Problem

Production impact because of machine failure in pet food plant

- Production stopped because of a machine failure

- Technician on-site needs assistance immediately to resume production

- Expert on this machine is located at another plant in another city

Solution

Peer - peer video collaboration

- Expert provides assistance remotely to on-site technician on a two-way video call

- Telestrates remotely to pin-point exact issue – come to a shared understanding quickly

- Clear communication in a high-noise environment

- Hands-free communication permits use of tools to operate on machine

- Issue resolved in one hour vs. one day

Point-of-use knowledge with high security

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2019 roadmap

Problem

Workers do not access latest knowledge on potato chip manufacturing

- Potato chips manufactured in 90+ sites around the world.

- Knowledge base for manufacturing operations including machine installation, inspection and maintenance procedures, product changeover process, allergen compliance process, optimum settings and recipes for slicing, baking, frying and flavoring machines comprises 1200 PDF documents in a SharePoint system known internally as the "Global Brain".

- Security is paramount – this is the IP for the Frito Lay brand

- Docs last accessed electronically 3 years ago! Paper copies are kept in binders adjacent to the manufacturing lines for reference by operators.

❯ Solution User Story

Document Navigator and SSO with Active Directory

- Sync docs securely from Microsoft SharePoint to HMT-1 devices and place QR codes referencing specific documents on the machines themselves.

- When an operator scans the QR code with their HMT-1 camera it brings up the specific page of the correct doc – up to date version from the "Global Brain".

- Drives process compliance and quality. Lowers time to access information. Brings knowledge to operator at exact moment of need. Can be used by all machine operators, handsfree while wearing gloves.

- Files remotely wiped when security credentials are revoked.