

VISUAL GUIDANCE INCREASES SERVICE EFFECTIVENESS AND ACCELERATES TRAINING

BENEFITS



Highly efficient use of qualified service personnel



Reduced error rates boost service quality



Minimized machine downtime reduces cost

CHALLENGE

TALENT SHORTAGE AND OUTDATED DOCUMENTATION COMPROMISE SERVICE QUALITY

The maintenance and repair of industrial machinery requires qualified service engineers who can service equipment fast and accurately. Providing this high level of service in the field is becoming more challenging for machine manufacturers such as IDEAL-Werk. Experienced service personnel is increasingly rare and the engineers available cannot attend customer sites as required to service equipment. At the same time text-based product documentation is the main source of information.



SOLUTION

DIGITAL AR-GUIDES ENHANCE TRAINING AND ENSURE EXCELLENT TECHNICAL SERVICE

IDEAL-Werk are now using AR-guidance created by RE'FLEKT partner and technical documentation specialist reinisch GmbH in REFLEKT ONE. The AR content creation platform transforms existing technical documentation into a digital format that combines step-by-step instructions with 3D animations to give service engineers simple and precise guidance.



THIS CASE STUDY WAS POWERED BY REFLEKT ONE

REFLEKT ONE is an easy-to-use Augmented Reality content platform that enables enterprises to create interactive manuals and documentation for maintenance, operations and training based on existing CAD data.

For more information check out www.reflektone.com