

# Driving Innovation, Service and Quality in the Manufacturing Sector



## HURCO®

In the manufacturing sector, the pace of competition continues to rise – pushing for lower price per part, shorter lead times, and more stringent quality control. Manufacturers today are focusing on achieving higher levels of productivity, optimizing processes, and reducing costs to meet these rising demands and maximize their machine utilization rates. To keep up with these changes, in the last decade, there has been major changes with Industry 4.0 implementation and digitization of existing processes. Intelligent sensors integrated into the machines measuring data like spindle vibration or networked software communicating seamlessly between several machines on a shop floor across various sub-processes starting from CAD design to machining to part measurement and quality control – the industry is underway a huge technology overhaul.

Hurco Companies, Inc., a US manufacturer of 5 axis machining centers, turning centers, autobend, CNC control software, is also affected by this change. The industrial technology company designs and produces interactive computer controls, software and computerized machine tools and machine tool components. The end market for the company's products consists primarily of independent job shops and short-run manufacturing operations within large corporations in industries such as aerospace, defense, medical equipment, energy, transportation and computer equipment.

## Results

With TeamViewer Assist AR, the experts can see on their smartphone what the customers and onsite technicians see on the machine and guide them using 3d markers and text annotations. This reduced the overall response time for fault detection and resolution and increased savings on travel cost.

### Challenge

- ⊖ **Increasing uptime for HURCO customers**
- ⊖ **Reducing service response time and minimizing travel cost of onsite support**
- ⊖ **Enabling customers and on-site technicians to troubleshoot and perform maintenance procedures efficiently**

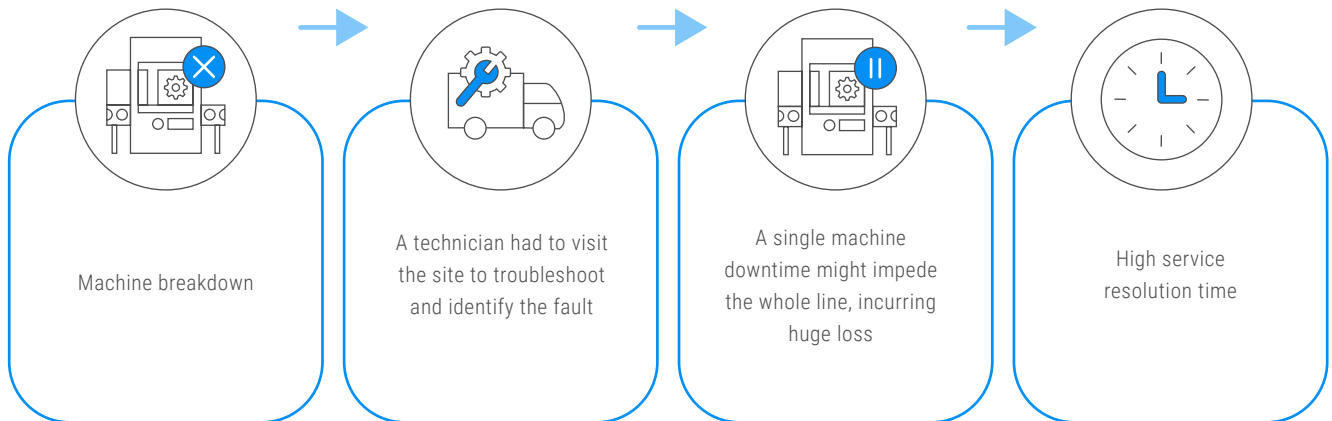
### Solution

TeamViewer Assist AR enabled HURCO to provide real-time technical support to its customers and on-site technicians for inspection, repair and maintenance anywhere in the world without having to travel.

Amidst all these technology updates, there is still a big challenge Hurco faces the same way that other manufacturers do – machine downtime. In conventional setups, when a machine is not working, companies usually call the tech support of the machine manufacturer and a service technician is sent to troubleshoot and resolve. In such cases, one must wait to schedule a technician, who then needs to travel to the customer facility and troubleshoot the machine to detect the fault and then repair.

Usually, with precise systems like the Hurco 5-axis vertical machining centers – troubleshooting, fault detection and resolution is very complex and requires longer resolution time, along with key technology expertise.

## Without Assist AR



## With AR, Hurco is Taking its Maintenance, Repair and Service to the Next Level

Hurco is taking its maintenance, repair and service to the next level incorporating real-time augmented reality support with TeamViewer Assist AR. Ryan Lay, Manager Control Support and Testing at Hurco, explains: "Our field service has to do everything from upgrading software to troubleshooting electrical circuits to rebuilding mechanical systems, spindles, drive systems, ball-screws – all kinds of stuff so they really get into a wide array of things that they have to do. TeamViewer Assist AR is an AR tool that allows us to see in real time what our service or customer is looking at on the machine."

To minimize the service resolution time, it is crucial to be efficient in all steps of service support – starting from the support call to the final resolution. Shortage of subject matter experts (SME), technical complexity and geolocation restriction often compound this problem – the customer needs to wait for a technician to be scheduled who needs to travel halfway across the world to diagnose the fault and resolve.

"Previously we would have to talk to the customer and ask them to describe the error and then somebody had to visit the site to troubleshoot and identify the fault and then resolve. With Assist AR, an agent located anywhere in the world can be virtually 'transported' to the customer in an instant. By utilizing the customer's smartphone camera, the agent can see in real time what the customer or technician is talking about. The agent provides a sequence of actions that will resolve the issue and guides the customer with AR to clearly show the steps they need to take," says Ryan.

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**Ryan Lay, Manager Control Support and Testing, Hurco**



**Ryan's team already successfully used TeamViewer software for remote access and support and hence trusted the platform which scored with speed and reliability.**

In the continuous search for ways to streamline the support process, the company was quickly convinced of the opportunities offered by Augmented Reality (AR). Various AR products were evaluated, including the solution of an IT giant from Silicon Valley. Ryan: "We had evaluated a Microsoft solution using augmented reality glasses but chose to try Assist AR due to the low initial cost provided by using existing smartphones for the augmented reality interface."

On average, operation and maintenance costs have major impacts on the return on investment (ROI) – combined, they often exceed even the acquisition cost. So, when a customer invests on a CNC machining center, they expect it to run year after year and keep producing parts in all three shifts. With automation systems, they are often integrated into production lines. So, a single machine downtime might impede the whole line, incurring huge loss.



## With Assist AR



**Hurco prides itself in ensuring that its customers get fast and effective service support to keep their machines up and running 100 percent.**

Hurco has been using TeamViewer's Augmented Reality solution for two years now across the United States, thanks to AR.

"We have a core set of top-level service support experts who can guide our field service or customers remotely without having to actually go out to the field. This enables us to have different levels and tiers of experience out in the field and yet bring the full support to our customers immediately," says Ryan. "We can guide the customer to fix the issue or if needed, we can also schedule a technician. It's a win-win for all. We reduce expenses by cutting down on unnecessary travel and other associated costs without compromising on our key focus – to deliver customer satisfaction."

- ✓ Instant Support
- ✓ Reducing Expenses on Unnecessary Travel and Other Costs
- ✓ Higher Efficiency
- ✓ 100% Customer Satisfaction

## About Hurco

Hurco Companies, Inc. is a US manufacturer of 3 and 5 axis machining centers, turning centers, Autobend, and CNC control software. The industrial technology company designs and produces interactive computer controls, software and computerized machine tools and machine tool components. The end market for the company's products consists primarily of independent job shops and short-run manufacturing operations within large corporations in industries such as aerospace, defense, medical equipment, energy, transportation and computer equipment. Hurco has been founded 1968. Operating worldwide, the headquarter is located in Indianapolis, IN. [www.hurco.com](http://www.hurco.com)

## About TeamViewer

As a leading global technology company, TeamViewer offers a secure remote connectivity platform to access, control, manage, monitor, and support any device – across platforms – from anywhere.

With more than 600,000 customers, TeamViewer is free for private, non-commercial use and has been installed on more than 2.5 billion devices. TeamViewer continuously innovates in the fields of Remote Connectivity, Augmented Reality, Internet of Things, and Digital Customer Engagement, enabling companies from all industries to digitally transform their business-critical processes through seamless connectivity.

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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