

# TeamViewer Assist AR – Global Support for Ship Loading Cranes

Through the Digitalization of its Support Processes, the Plant Manufacturer Secures the Production Cycles of its Customers



A MacGregor Company

**Transporting goods via ship is an important pillar of international trade. Freight ships often have their own loading crane on board. One of the largest manufacturers of such on-board cranes is TTS / MacGregor. To provide fast and reliable support to its customers in every corner of the world's oceans, TTS uses the Augmented Reality-based remote assistance solution TeamViewer Assist AR.**

The freighter calmly ploughs through the Arabian Sea, just over sixty nautical miles from the coast of Pakistan. The machines on the heavily laden ship are working steadily and everything is going according to plan. The sun will rise in about four hours, and the crew will soon be back on solid ground when they reach the harbour at Karachi.

But before that, the cargo needs to be discharged. Everything needs to work perfectly so that this happens as quickly as possible once they reach the port. Because time is money – and the faster the cargo is transferred, the better. Suddenly, the ship's engineer reports a malfunction of the on-board loading crane – this is a critical moment. "We need to find and rectify the fault as quickly as possible", says the engineer, "otherwise we'll need an external mobile crane when we get to the port. And who knows how long that will take. Also, these machines are expensive to hire."

## Results

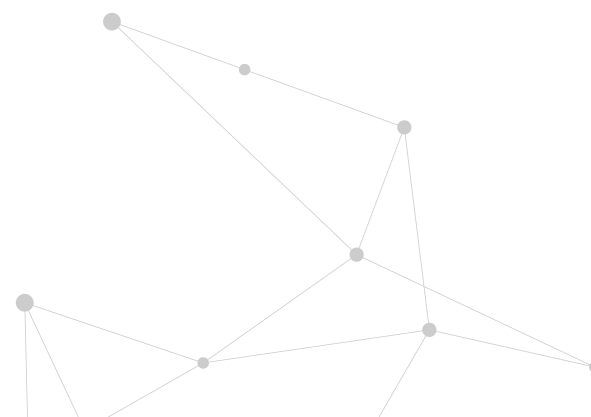
The TTS technician can actively assist the mechanic in rectifying the fault and even provide step-by-step guidance through repair processes. Using AR-based TeamViewer Assist AR to provide technical support means TTS / MacGregor saves significant amounts of time and travel expenses.

## Challenge

- ⊖ Offer customers quick and reliable support, in every corner of the world's oceans
- ⊖ A defective on-board crane must be repaired directly on site, often associated with high travel costs
- ⊖ Repairs must be performed within a few hours, irrespective of the time of day, otherwise this can lead to high consequential costs

## Solution

To offer its customers quick and reliable support, TTS / MacGregor uses the Augmented Reality-based remote assistance solution TeamViewer Assist AR. No dedicated hardware is required for the AR functionality: using a smartphone camera, a real-time image of the situation is transmitted. The expert looks through the camera on-site using a video livestream, thus enabling them to provide specific and professional advice to the mechanic on the ship. Specific instructions and assistance can be given by placing arrows and freehand drawings on objects in the real world.



## Fast, Global After-Sales Service

Fortunately, the on-board crane comes from TTS / MacGregor, one of the world's largest specialists in loading technology and access systems for international shipping and the offshore industry. Because TTS / MacGregor does not just represent extremely robust and durable systems of the highest quality – the company is also committed to providing its customers with excellent after-sales service for its products, wherever they are being used.

For this purpose, TTS / MacGregor maintains a global network of service stations, primarily located on the main shipping routes around the world. Even still, most of the service cases still cannot be handled promptly, because, as a rule, a defective on-board crane must be repaired on site. A trip to the shipyard or performing repairs in the next port are almost always out of the question, due to the cost and time involved. And if the crane is installed on an offshore platform, there is no other option than on-site repairs.

So, the challenge for the crane manufacturer in the event of a malfunction is to support its customers quickly and effectively – and preferably, without sending an expert to the site.

## Professional Help Thanks to TeamViewer Assist AR

TTS decided to use TeamViewer Assist AR, to offer faster and more efficient assistance. The remote assistance tool uses Augmented Reality to provide on-board mechanics with even better support. This tool enables the mechanic to send the expert on land a real-time image of the situation, using a smartphone camera – via live

videostream. The expert sees through the on-site camera and can then offer specific, professional advice. Specific instructions and assistance can be given by placing arrows and freehand drawings on objects in the real world.

Using TeamViewer Assist AR, the expert, located many miles away, is not only able to diagnose the malfunction; he or she can also actively assist the mechanic in rectifying the fault and if necessary provide step-by-step guidance through the repair process. The TTS specialist also recognizes whether any spare parts are required and if so, which ones, and can order these immediately and have them sent to the next port. The major advantage: as soon as the ship arrives in the port, the crane can be repaired without lengthy waiting times.

## Substantial Time and Cost Savings

TTS / MacGregor customers appreciate this kind of fast, uncomplicated assistance. After all, it is not just a matter of saving money on hiring mobile cranes at the port, but something much bigger: if, for example, a ship cannot continue its journey according to plan, the captain risks losing the next charter – and that costs serious amounts of money. With TeamViewer Assist AR, TTS / MacGregor is utilizing a new level of real-time remote support. Not for the sake of it, but to significantly expand and improve customer support. The significantly faster and more efficient support in the event of a malfunction saves time and money. Firstly, because it is no longer necessary to fly in an expert, as was previously the case. Secondly, because repairs often need to be carried out within just a few hours, no matter what time of day or night – as in the example above.

## 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. It enables companies of all sizes and from all industries to digitalize their business-critical processes through seamless connectivity. TeamViewer proactively shapes digital transformation and continuously innovates in the fields of Augmented Reality, Internet of Things or Artificial Intelligence. The company is listed at Frankfurt Stock Exchange and belongs to MDAX.

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## About TTS / MacGregor

TTS, a division of MacGregor, is a Norwegian ship chandler and provides cargo handling solutions and access systems for the marine and offshore industry. The company also owns the Neuenfelder Maschinenfabrik (TTS-NMF) in Hamburg-Neuenfelde, which manufactures ship cranes. Its activities primarily include the design, assembly and testing of systems. TTS has subsidiaries in Belgium, China, Germany, Greece, Italy, Korea, Norway, Poland, Singapore, Sweden, the United Arab Emirates, the USA and Vietnam. More information: [www.macgregor.com](http://www.macgregor.com)

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