

Coca-Cola HBC scales AR usage

Besides Vision Picking, Coca-Cola HBC now uses Remote Support and xInspect for digital training



Initial Situation

As one of the world's largest bottlers of Coca-Cola, the Coca-Cola Hellenic Bottling Company (HBC) operates in 28 countries and is responsible for the production and bottling of the entire Coca-Cola range. Coca-Cola HBC is already successfully using the vision picking solution xPick at 18 logistics locations (plants and distribution centers) to optimize its logistics processes. The expansion of the augmented reality application for remote support and digital training was therefore a logical consequence for the restructuring of further business areas.



54 bottling plants on
3 continents



Fast-Moving Consumer
Goods (FMCG) Industry



Productive use



2019 Solution Deployment



Challenge

A number of potentials for the extended use of augmented reality have been identified within Coca-Cola HBC:

- ⊖ Problems or changes during operation often meant costly downtime, as expert knowledge is not always available on site.
- ⊖ Seamless and reliable documentation is necessary for the complex maintenance and inspection processes. This was previously done manually, which made the process very time-consuming and error-prone.
- ⊖ The so-called Plant Tours, inspections of the respective locations by the management, used to involve a lot of travel.

TeamViewer Frontline Solution

The comprehensive use of the remote support solution xAssist in all 54 locations avoids downtimes on production lines. Using smart glasses, employees on site contact experts via live video call and receive direct assistance in restoring the systems to operation. In addition, management visits can now also be carried out via live video call.

For regular maintenance or changeover processes, Coca-Cola HBC creates its own AR workflows with the help of xInspect and the Frontline Creator. These are sent to the workers' smart glasses and guide the workers through the process step by step, including documentation steps such as taking photos.



Up to 50%
Reduction of Downtimes



20% Time Saving
During Production
Changeover



30%
Faster Training

Results

The remote support solution reduces downtime on Coca-Cola HBC production lines by up to 50 percent. In addition, the use of xAssist completely or partially replaces the travel of experts and executives, which saves time and money.

The use of xInspect enables a 30 percent faster training of employees due to the intuitive instructions for plant maintenance. Quality assurance is improved through seamless documentation and automatic report generation. During production changeover, the instructions provided by xInspect ensure a time saving of 20 percent. Success factors here are the high flexibility and free hands when using smart glasses.

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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