TeamViewer

Solution Brief

See it done right with TeamViewer Frontline

One platform to create, manage, and make actionable use of industrial augmented reality solutions.

2023

Enterprise productivity platform **TeamViewer Frontline**

Digitalize and streamline processes for your frontline workforce with augmented reality workflows – seamlessly integrated with wearables and mobile devices – increasing productivity, efficiency, and quality along the entire value chain.

Our full-service approach
We act as a one-stop-shop by not only offering our enterprise software solutions but also providing you with partner hardware and comprehensive services.

The starting point for a Frontline project is a thorough consultation and situation analysis to get an overview over your use case and specific requirements. Based on that, we customize our solutions to meet your needs, using Frontline components and features.

Jointly, we select the optimal hardware and deploy our Frontline solutions in your factory plant or warehouse. In the productive phase, we provide a help desk and technical support with individual service level agreement to ensure your success.

We select the optimal hardware and deploy our Frontline solutions in your factory plant or warehouse.

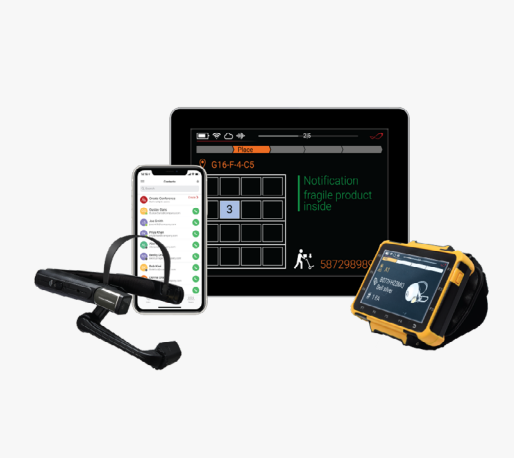
What is **Frontline?**

Frontline tools
Within our Frontline platform we offer the right tools for different use cases: With the graphical Frontline Creator you can easily configure 2D augmented reality applications without programming knowledge.

In a three-dimensional context, the Frontline Spatial Editor is available. From here you create your own 3D work instructions via drag & drop and point & click.

Device applications
The actual support of the frontline workforce takes place on the devices. All Frontline solutions offer an adaptive user interface and clear visuals to support manual work processes. So the digital workplace adjusts to your use case and your workforce.

Frontline Command Center
The central management console allows you to easily manage our modular Frontline solutions, as well as assign tasks to your staff or provide assistance via remote support.
With our web-based tool, you can also analyze KPIs, overview tasks and devices, and generate reports.



Frontline tools let you easily configure customized and device-agnostic applications for wearables and mobile devices.

Benefits of TeamViewer Frontline for your business

Scalability
Start small and expand: Easily scale across multiple sites and multiple use cases

Integration
Frontline solutions seamlessly integrate into your existing environment, guaranteeing transparent processes

Partners
Integration into existing backend systems is easily achieved, global support also readily available

Infrastructure
Our flexible deployment options meet your individual IT requirements

Hardware
Follow the example of market leaders to future-proof your business with the perfect-fit hardware for your use case

Experience
As your experienced partner, TeamViewer allows for deployment without friction

Frontline improves manual work processes across industries on the basis of **the latest wearable computing technologies.**

80%

TeamViewer Frontline improves work efficiency and simplifies processes for 80% of today's workforce – those who work outside the office and away from desks.

Our augmented reality **solutions for:**

Vision picking
Benefit from high-speed and hands-free logistics processes with our vision picking solution Frontline Pick

Guided assembly
Streamline processes in manufacturing and production with our AR solution Frontline Make

Digital inspection
Inspect hands-free. Go paperless with real-time AR instruction and Frontline Inspect

Immersive training
Create, adjust, and deploy augmented reality trainings – without IT knowledge

Remote assistance
Instant troubleshooting from anywhere via AR remote support calls in Frontline Assist

Selected references from **over 250 projects**

AIRBUS

40% faster inspection time and zero input errors

Coca-Cola HBC

99,99% picking accuracy and easy scalability

DB SCHENKER

Zero errors through hands-free sequencing

SAMSUNG SDS

30% increase in picking speed and improved ergonomics

GlobalFoundries™

25% faster picking and 33.33% more accurate inventory

AGCO FENDT

Less errors result in 90% less rework

Frequently asked questions

What are the key business benefits of adopting industrial augmented reality solutions?
Industrial AR solutions empower enterprises to gain a competitive edge and future-proof their operations. By overlaying digital information onto real-world environments, AR enhances productivity, streamlines remote collaboration, and reduces operational costs. It also improves workplace safety, elevates customer service, accelerates training and onboarding, simplifies knowledge sharing, and boosts employee satisfaction.

In which industrial use cases does augmented reality deliver the most value?
Industrial AR solutions excel in complex, human-centered industrial processes where efficiency, accuracy, and safety can be significantly improved. In intralogistics, AR vision picking streamlines tasks like order picking and sequencing, reducing errors. On factory floors, AR guides workers through complex assembly steps with visual instructions, enhancing quality. For inspections, AR speeds up issue identification and enables on-the-spot documentation. The See-What-I-See principle also supports remote troubleshooting, while immersive AR training accelerates onboarding and upskilling.

Is industrial AR suitable for my business processes?
If your processes are human-centered and part of the industrial value chain, the answer is simple: Yes! AR solutions are highly adaptable across industries and departments, helping to digitalize and streamline workflows. Explore the questions on this page to learn more about core use cases.

Do I need in-house AR specialists to implement industrial AR solutions in my company?
Ideally, no programming skills should be required. Self-service workflow tools for AR wearables are designed to be simple, with drag-and-drop functionality that anyone can use to create workflows. For more complex needs, such as integrating with an existing backend system, a dedicated solution delivery team can support you throughout the process. They'll assist with scoping use cases, training key users, configuring the solution to fit your needs, and rolling out the project at scale. This ensures smooth deployment and long-term success.

I believe my company will benefit significantly from AR technology, so where do I start?
Ready to harness the power of industrial AR? Starting your digitalization journey with a proven platform like TeamViewer Frontline ensures you get end-to-end service. Our dedicated AR experts will guide you from project scoping and rollout to installation and ongoing technical support. Let's work together to empower your frontline workforce.

Discover a new way of working
Are you interested in a demo? Would you like to test our solutions? Would you like an individual offer?

Contact our Frontline AR experts:
www.teamviewer.com/en/products/frontline/get-started/

TeamViewer

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.

www.teamviewer.com/support

TeamViewer Germany GmbH
Bahnhofsplatz 2 73033 Göppingen Germany
+49 (0) 7161 60692 50

TeamViewer US Inc.
5741 Rio Vista Dr Clearwater, FL 33760 USA
+1 800 638 0253 (Toll-Free)

Stay connected

www.teamviewer.com

Copyright © 2023 TeamViewer Germany GmbH and TeamViewer US. All rights reserved.