

Game-Changing Remote Assistance for the Aerospace Industry

The aerospace industry grapples with several complex challenges, remote assistance being a significant issue due to the specialized nature of the industry. Traditional methods of providing support often fall short because of communication between parties, lack of on-site expertise, and the logistical complexities of deploying experts to various locations.



Augmented Reality (AR) emerges as a powerful solution to these challenges, offering real-time visual guidance that bridges the gap between remote experts and on-site technicians. By overlaying precise digital instructions onto equipment, AR ensures accurate communication, reduces errors, and speeds up maintenance processes. It also minimizes downtime and travel costs by allowing experts to provide step-by-step guidance from anywhere in the world.

As a result, AR enhances productivity, improves compliance with safety and quality standards, and effectively overcomes the challenges of remote assistance in the aerospace industry.

How **Frontline AR** Empowers the Aerospace Workforce

TeamViewer Frontline is an augmented reality (AR) workflow solution that uses the latest wearable technology to streamline manual work processes. Frontline turns work into a visually intuitive experience. The all-in-one AR platform gives aerospace workers the digital tools they need to enable real-time guidance and collaboration, perform intricate tasks with greater precision and efficiency, and facilitate immediate expert assistance, all which contribute to a safer, more reliable aviation operation.



The Benefits of Frontline Remote Assistance for Aerospace

Ideal for scenarios when a remote expert is needed for troubleshooting, audits, or inspections, Frontline also supports recurring and ongoing remote assistance for complex maintenance, repair, and overhaul (MRO), helping to improve task completion ratios. These capabilities create tremendous customer value and enhance customer satisfaction in several ways:

**Quicken time to resolution:**

Connect on-site workers with experts for instant live assistance, making problem solving location- and time-independent.



Reduce travel costs: Remote assistance can significantly reduce the need for on-site travel, saving time and reducing costs and CO₂ emissions.

**Free up your experts:**

Frontline Assist takes care of unproductive or tedious tasks, giving your experts more time to spend on complex issues.



Knowledge sharing: In the face of increasing labor shortages, give on-site workers what they need to directly learn from existing experts and continuously improve their skills.



Simplify information exchange: Enhance the efficiency of information exchange by creating a streamlined process that enables experts to effectively mentor and guide even entry-level trainees through essential troubleshooting procedures.



Enhance efficiency and compliance: Streamline documentation through integrated reporting and backend integration to reduce documentation workloads, facilitate easier case analysis, and strengthen compliance.

European Airline Avoids Takeoff Delays with Virtual Ground Staff Assistance

At a European Airline, ground staff often require assistance during plane inspections at the gates. The team turned to Frontline for remote assistance to replace Whatsapp and other undocumented field-conversations via unauthorized applications.

Frontline significantly enhanced the support process with timely guidance from remote experts. Today, ground staff can receive immediate assistance from their back office, eliminating the need for experts to travel to a plane's location. In the past, a single support journey could delay takeoffs by 15-20 minutes.

Frontline not only accelerates problem resolution but also integrates seamlessly into the system of record, to ensure a clear audit trail and thorough documentation, and offers the possibility to integrate into external sensors and IoT-enabled devices.



North American Airline Equips Hangar Technicians with **Live Remote Engineer Feeds**

A major airline in North America was facing delays and inaccuracies during routine maintenance. This was due to technicians having to leave the aircraft to communicate issues. These frequent trips resulted in delays and inaccurate descriptions of technical issues.

By adopting Frontline to revolutionize its maintenance process, the airline was able to connect hangar floor technicians with engineers in remote locations through a live feed, allowing for real-time guidance on repairs. Not only does this streamline communication, but it also enables technicians to work hands-free and receive instructions directly, significantly improving efficiency and accuracy in addressing technical issues.

Gain Your Competitive Edge with Frontline

A comprehensive, end-to-end platform, backed by exceptional partnerships.

Aerospace drives global economic growth and employment, characterized by advanced technology, substantial R&D investment, and stringent compliance requirements due to the sensitive nature of its products and services and the corresponding focus on safety.

Frontline is an end-to-end enterprise productivity platform with fully integrated industrial AR solutions that strengthens the aerospace industry's delicate supply chain and provides a competitive edge. Whether it's connecting high-value, low-capacity engineers to field technicians or supporting the design and maintenance of advanced avionics systems, leveraging Frontline improves speed, reduces errors, and adds much needed flexibility into the process.

In addition, TeamViewer partners with two of the aerospace industry's most trusted providers of automation and digitalization.

Siemens

In many ways, TeamViewer Frontline acts as an extension of Siemens Teamcenter. Frontline integrates directly into Teamcenter, enabling businesses to leverage their existing data for AR, 3D, and other applications. It also enables a streamlined user experience that provides an adaptable technical authoring process and the intuitive reuse of existing content within Teamcenter.

SAP

Thanks to our partnership with SAP, TeamViewer Endorsed App solutions are well suited to enhance SAP solutions from Design-to-Operate. TeamViewer is deeply embedded with SAP S/4 HANA and other modules for smooth processes and time to deployment.



Get started with TeamViewer

Every Frontline project kicks off with a collaborative consultation so we can understand your specific needs and use cases. This enables us to craft a high-value, customized solution designed to solve your key challenges and deliver the highest return.

[Contact us to learn more](#)



About TeamViewer

As a global technology company and leading connectivity platform provider, TeamViewer enables you to remotely access, control, manage, monitor and repair devices of all kinds. In addition to the high number of private users for whom the software is offered free of charge, TeamViewer has more than 600,000 paying customers and supports companies of all sizes and from all industries in digitizing business-critical processes through the seamless networking of devices: for example in the areas of remote connectivity, augmented reality, Internet of things and digital customer engagement.

Since the company was founded in 2005, the TeamViewer software has been installed on more than 2.5 billion devices globally. The company is headquartered in Göppingen, Germany, and employs more than 1,400 people worldwide. TeamViewer AG (TMV) is listed on the Frankfurt Stock Exchange as an MDAX company.



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