

Digitizing Order Picking Processes at Siemens with TeamViewer Frontline



Initial Situation

Siemens Gas and Power is a global pioneer in the energy sector that addresses the constantly developing requirements of industry and society together with its customers. With its products, solutions, and services, Siemens Gas and Power focuses on the production, processing, and transportation of oil and gas as well as power generation in thermal power plants and power transmission.

The service organization of Gas and Power operates a logistics center south of Berlin, Germany, for spare parts needed for gas turbines manufactured in Berlin. Customers in Europe, Asia, and the Middle East are serviced from this logistics center.

Business Challenge

In the course of changing energy markets, customer requirements also change, including:

- ⌚ Shortening delivery times from the warehouse to the customer, enabled by seamless digital processes (i.e., a paperless warehouse)
- 📄 Automated provisioning of information in digital form (e.g., photos of spare parts for import customs authorities)



Berlin, Germany



Energy



3 Months Proof of Concept



2019 Solution Deployment

Digitizing Picking Processes

For documentation purposes, both for customers and import customs authorities, spare parts are photographed during the picking process. Previously, the photos had to be manually taken to the corresponding order, which slowed down their process. Plus, barcodes are scanned with an external hand scanner. By constantly picking up and putting away the scanner, the process was further delayed.

The innovative pilot project with the TeamViewer Frontline solution aimed to digitize the picking process. Through the visualization of the shelves and spare parts, Siemens needed to increase the efficiency of their picking processes.

Teamviewer Frontline Solution

The xPick solution from TeamViewer Frontline shows all context-relevant information of the picking order directly in the employee's field of vision using smart glasses. Siemens used Vuzix M300 smart glasses along with the Hyco W26 scanner, a wireless ring scanner. The intuitive user interface graphically depicted the shelf structures, allowing employees to easily see where to pick each part from.

The particularly handy ring scanners replaced their bulky hand scanners, which simplified and accelerated the workflow for order pickers. The documentation of the individual products was easily integrated into the process and carried out with smart glasses: the photos were automatically assigned to the corresponding order, eliminating the additional step of the subsequent assignment.



Images: Siemens AG



Automatic
Documentation



>10%
Faster



Ergonomic Work
Hands-Free Operation
of Smart Glasses

Results

The entire order picking process was accelerated by automating the documentation steps with photos taken through smart glasses. There was no need for additional manual photographing. By replacing the bulky scanners and leaving both hands free for the actual tasks, the ergonomics of the picking process was also improved.

Moreover, the correct items could be found and assigned quicker because the storage locations were visualized with the help of smart glasses. This also made it easier to train new employees. The hands-free, voice-controlled smart glasses enabled a smoother overall process.

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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