TeamViewer
Frontline

TecnoGen chooses augmented reality to maximise power generator uptime around the world

TecnoGen, an Italian world leader in the production of generators, has improved its remote assistance service thanks to its innovative QRA (Quick Remote Assistance) technical support kit based on TeamViewer Frontline xAssist. Using TeamViewer, TecnoGen can guarantee assistance to customer technicians, even in the most remote and difficult to reach areas.

Pontenure, Piacenza, Italy

Mechanical Industry

Productive Use

2021 Solution Deployment

Objectives

Traditional phone support was no longer sufficient to meet the needs of business customers who required specialized assistance from TecnoGen. The organization's goal is to offer more than a support solution, but also to teach and transfer tech skills from TecnoGen's engineers to customer technicians. Thanks to using smart glasses, the company can provide guided support in real time and perform on-the-job training remotely, no matter the location or issue at hand.

TecnoGen chose TeamViewer Frontline in order to:

→ speed up service response times to maximise machine uptime and, in turn, increase customer satisfaction
→ strengthen its customer support offering by improving its after-sales services
→ guarantee first-class technical support to colleagues and international customers by breaking language barriers and enhancing visual support
→ reduce its overall travel time and costs while also improving environmental impact and employee productivity.

The solution

Generator malfunctions can cause significant downtime issues. This can cost businesses a huge amount of money, as they try to get back up and running. In the case of an outage, support is time critical.

This is where the TeamViewer Frontline xAssist solution becomes a key asset, thanks to its interactive features such as Augmented Reality (AR) markers, multi-caller function, instant chat translations, and many more. TecnoGen was able to create a kit solution called QRA - Quick Remote Assistance- which allows the experts at the TecnoGen Service Center to communicate with the technicians at the customer's premises via the TeamViewer app and smart devices.

The results

⊕ **Faster response times**

⊕ **Increased productivity**
as TecnoGen's Service Center can service customers more efficiently and, as a result, reduce downtime and increase customer satisfaction

⊕ **Reduction of costs**
with the decreased number of trips and transfers needed to support customers

⊕ **Easier management**
to be able to operate hands-free safely

" **„TeamViewer has supported us in developing our QRA (Quick Remote Assistance) offering – a unique solution that allows us to guarantee assistance by skilled technicians, regardless of where they are."**

Renato Bruno, CEO BGG Group, holding of TecnoGen

100% made in Italy

With over 25 years of experience, TecnoGen, which is part of BGG - Bruno Generators Group, is based in Piacenza and is known worldwide for its production of cutting-edge generators, which are among the most silent, reliable and innovative on the market. In addition to its product excellence, TecnoGen is also recognized for its high-quality services - above all its technical assistance - which can be guaranteed to hundreds of its customers in over 70 countries.

Adapting to any technical challenge

TecnoGen generators can supply electricity for a multitude of scenarios. For example, TecnoGen generators were used to light the Tokyo Olympic flame, at the celebrations for Queen Elizabeth's birthday at Buckingham Palace, as well as for events at the White House and the Italian Parliament. The energy produced by TecnoGen generators is widely used on construction sites, for concerts, for film shooting, but also in emergency situations such as power failures, or in remote or isolated locations across the world.

When a generator failure occurs, it is essential that assistance can intervene promptly. In the past, TecnoGen supported customers by sending a technician on site or by providing traditional telephone consultations. This was an inefficient method due to the time and cost taken to travel long distances, the challenges of communicating on the phone whilst working on the generator, and the high risk of linguistic misunderstandings and miscommunications.
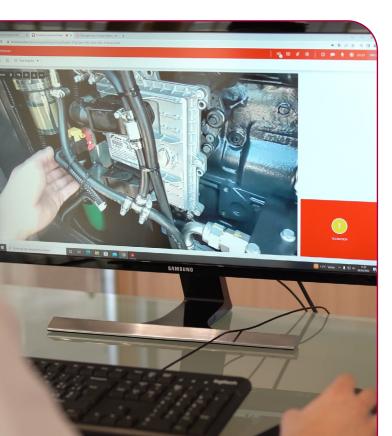
The TeamViewer Frontline solution

TecnoGen has chosen the TeamViewer Frontline xAssist solution to develop a first-class support service for its customers. It uses TeamViewer's AR-based remote support technology to enable effective and innovative communication between the customer technicians and the remote assistance expert.

"Our aim is to not just support customers through remote assistance but teach them the necessary skills to autonomously address complex, technical errors.", explains Emanuele Rizzi, production manager of the TecnoGen plant in Pontenure. "We therefore require an attentive and faster real-time assistance solution, that can provide first-class support all over the world. We evaluated various software solutions and after conducting tests we verified that TeamViewer exactly met our needs. First of all, being able to share a screen remotely so our engineers can see the parameters of the control units and engines of the generating sets. Our engineers can then interact with the operator on the ground to get real-time information on what they are doing and to be able to correct the issue appropriately." Thanks to the TeamViewer solution, it is possible to connect multiple experts at the same time, even from different locations, who can help the operator. Furthermore, the operator works hands-free while

> **„Thanks to the TeamViewer solution we have significantly improved intervention times and reduced downtime - this has been fundamental to our customer success."**
>
> **Emanuele Rizzi, production manager of the TecnoGen plant in Pontenure (Piacenza)**

interacting with technical experts and receives information in real-time, meaning issues can be fixed as effectively and as efficiently as possible.

To support the technician's on-site work, TecnoGen has developed a system called QRA - Quick Remote Assistance - which ensures rapid remote assistance. Inside the TecnoGen 'smart' case, the technicians find everything they need for remote assistance. This kit includes the smart glasses model VUZIX M400 with the TeamViewer Frontline application installed, a touch screen, modem 4G LTE wi-fi with SIM for internet connection, and other accessories.

„We have gathered in a single case several devices that were already available on the market but did not communicate with each other to solve our need." explains Emanuele Rizzi. „Now the operator in the field can always have with them everything they need to be able to remotely connect with TecnoGen technicians. A great advantage we have obtained thanks to the TeamViewer application and the smart glasses, is given by the fact that we are able to interact and guide the operator by reporting operations even on components they do not know".

A production plant that stops has a significant impact on the increase in costs from customers: „Thanks to the TeamViewer solution we have significantly improved intervention times and reduced downtime, and this is the fundamental component to our customer success", comments Rizzi.
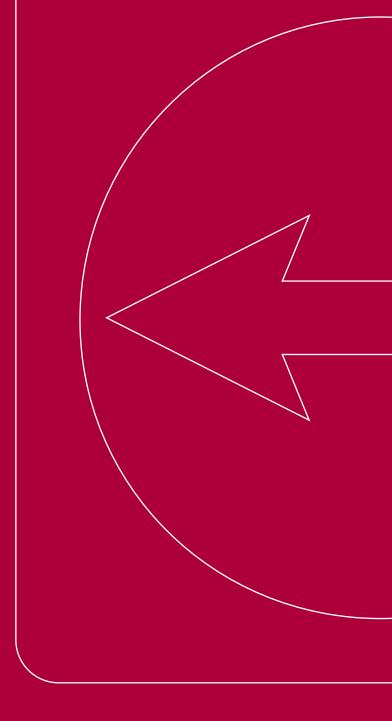
About TecnoGen

For over 25 years TecnoGen has been designing and manufacturing a line of innovative products, compact, reliable and ultra-quiet generators. TecnoGen has always been committed to research and innovation to offer its customers a range of generators and lighting towers that are always in step with the changing needs of the market. In recent years TecnoGen has focused on developing its production capacity and improving the quality of its products by focusing on the evolution of new technologies, such as the hybrid and in the near future, generators equipped with hydrogen engines.

All production processes, from design, to prototyping, up to production, are managed internally in 4 factories, for a total area of 110,000 square meters with 70,000 square meters of covered area. All production sites are located in Italy with a capacity of over 35,000 units per year, of which a substantial number consists of state-of-the-art power generators and lighting towers STAGE V (and TierIV Final for the American market) and hybrid solutions with lithium batteries, aimed at the international market with a distribution network that includes over 70 countries worldwide.
www.tecnogen.com

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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