

LEITNER AR-based Support Optimizes the Operating Time of Ropeways



LEITNER®

What began more than 130 years ago with the founding of the company, continues to move people around the world to this day. As one of the world's leading companies in the development and construction of ropeway systems, LEITNER places particular importance on developing state-of-the-art technologies and constantly striving for innovation and high-quality product design. LEITNER is part of the High Technology Industries (HTI) Group, an umbrella organization that unites the additional brands of PRINOTH (snowgroomers and tracked utility vehicles), DEMACLENKO (snow-making systems), POMA (rope-hauled transportation systems), AGUDIO (material ropeways), LEITWIND (wind turbines), and MINIMETRO (cable-drawn rail vehicles).

As a manufacturer of state-of-the-art technologies, customers expect premium support from LEITNER – anywhere and anytime.

Solution

When providing support for ropeways, a view of the system from outside is often required. Here, TeamViewer Assist AR supports troubleshooting with augmented reality remote assistance functions.

TeamViewer Assist AR provides a real-time video stream of the service location. Using graphical elements displayed on the live image, the experts at LEITNER can assist the technician on site. By recording the video connection, technicians can document the procedure.

Challenge

The company's service team has to tackle several challenges:

- ⊖ Availability 24 hours a day, 365 days a year and immediate troubleshooting anywhere around the world
- ⊖ Difficult working conditions when performing outdoor repairs
- ⊖ Ropeway size and complexity make troubleshooting difficult

Results



Immediate repairs thanks to remote assistance rather than field service technicians having to travel for several hours



Fast troubleshooting even across language barriers if a customer speaks a different language



Reduced costs for field technicians thanks to remote support via TeamViewer Assist AR

Immediate Help via Augmented Reality

TeamViewer Assist AR enables immediate help via Augmented Reality for one of the world's leading manufacturers of ropeways.

LEITNER from Sterzing in South Tyrol has been producing ropeways since 1888. Today the company has implemented projects all over the world. One of their latest showcase projects is the tricable gondola lift on the Klein Matterhorn in Zermatt, Switzerland – the world's highest 3S ropeway. Latest generation ropeway technology from LEITNER was incorporated in the world-renowned winter sports resort in Kitzbühel, Austria.

In addition to ski resorts, ropeways are a very popular means of transport in urban areas. For example, LEITNER attracted a great deal of attention in 2016 with the construction of a new ropeway system in Mexico City. The country's first urban ropeway consists of two gondola lifts and plays an important role in solving traffic problems.



Source: LEITNER

” **Availability and support with immediate troubleshooting 365 days a year, anytime and anywhere in the world.**

Peter Rabanser
Director of Customer Service, LEITNER



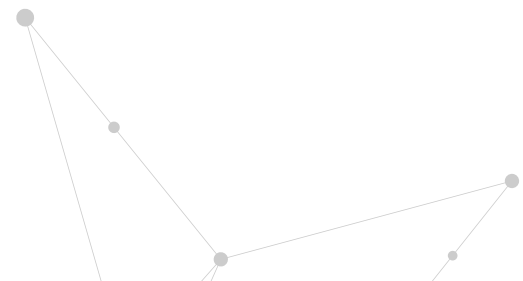
Source: LEITNER

Often a Visual Inspection is Needed

Peter Rabanser, Director of Customer Service at LEITNER, explains the major challenge of ropeway operators: “In order to be economically viable in the long term, ropeway transportation systems must function reliably at all times and meet all safety standards – and they must do so throughout their entire service life”. To protect operators and their customers, modern ropeway systems are provided with a variety of state-of-the-art safety systems that issue warnings in the event of even the slightest deviation from normal operating conditions.

As a premium manufacturer of ropeway systems, customers of LEITNER also expect premium support in case of an emergency. According to Peter Rabanser, this means: “Availability and support with immediate troubleshooting 365 days a year, anytime and anywhere in the world.” LEITNER therefore offers a complete servicing and maintenance solution tailored to customers' specific needs. “Obviously, we do not want to keep our customers waiting for a technician to arrive on site”, Peter Rabanser adds. This is why 110 technicians at the service centre in Sterzing provide remote support for more than 2,500 ropeway systems around the world.

This is where TeamViewer remote support comes into play. “TeamViewer enables our experts to access the affected systems directly to quickly check and eliminate common sources of error. In many cases, however, it is important to perform a visual inspection of the system conditions. The sheer size and complexity of the ropeways make troubleshooting difficult. In addition, outdoor work takes place under difficult working conditions. Peter Rabanser: “For this reason we have been using the TeamViewer Assist AR app for several months now. It enables us to help our customers faster and more efficiently. The app allows us to identify the measures that need to be taken. The AR feature offers us the possibility to support customers with markings and drawings during the necessary measures on site.”



Augmented Reality Reduces Personnel Costs

Peter Rabanser explains the functionality of TeamViewer Assist AR using the example of a ropeway control error in the Austrian Alps: The operator reports the error by phone to the LEITNER service centre. It quickly becomes apparent that the error cannot be remedied via remote access to the system. The expert at LEITNER then connects his computer with the smartphone of the technician on site after the technician has given his approval by tapping the TeamViewer Assist AR app.

Now the LEITNER service employee has the same view of the system as the technician on site. If the camera of the smartphone is pointed at the system control, both can see the countless signal lamps that indicate the status of each individual component.

The LEITNER employee marks the corresponding relay with a 3D arrow or free-hand drawing by tapping on it. The marking retains its position even if the technician tilts the smartphone to the side or marks something himself.

The technician now only needs to replace the relay to ensure trouble-free operation of the system. Peter Rabanser concludes: "This one service call saved us four hours that our service technician would otherwise have needed to drive from Sterzing to Kitzbühel and back. The customer was very pleased, because the gondola did not even have to be stopped. And our technician was able to assist the next customer immediately instead of wasting time on the highway."



Customer service improvement



Increased passenger satisfaction



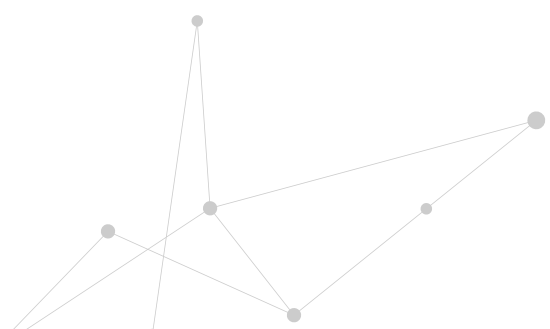
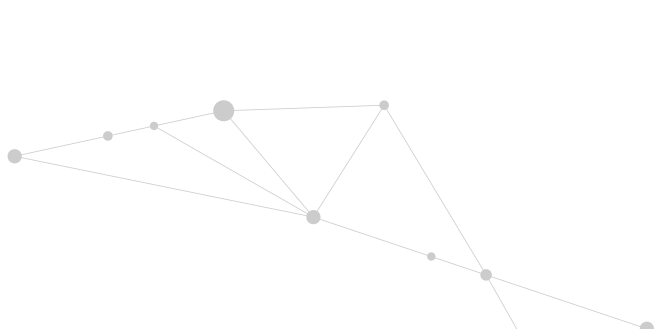
More efficiency for high specialized technicians

Faster Customer Service, Optimized System Availability

TeamViewer Assist AR considerably improves LEITNER customer service times. The result: Gondola availability and transport capacity increases – as so does passenger satisfaction. Peter Rabanser and his team also benefit. Thanks to TeamViewer Assist AR, LEITNER can leverage its highly specialized technicians much more efficiently.

Travel times are completely eliminated as problems are solved remotely, whether on the chairlift, gondola or in urban public transportation.

Even if immediate help is not available, the app still helps to prevent unnecessary service visits. This is because the service employees at the service center can see what parts and expertise are required to remedy the fault. The transport of people and goods can continue.



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.

Contact

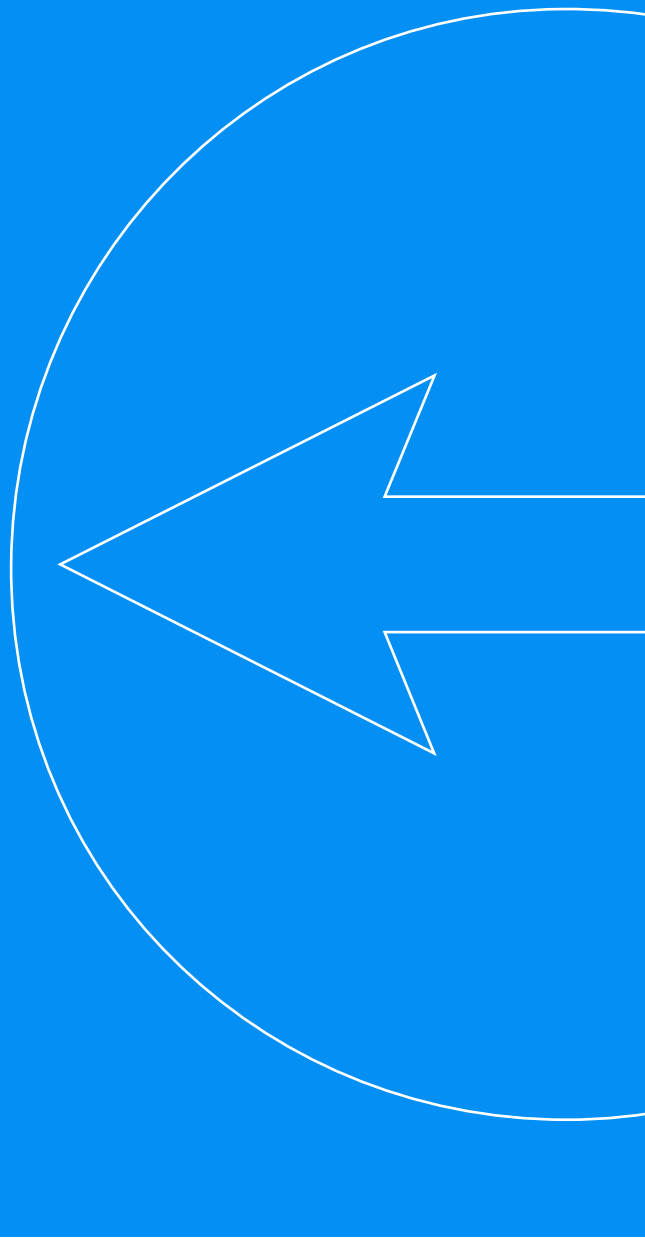
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