

Augmented Reality

With AR, Mitsubishi Electric enhances the support experience and improves repair processes.



On the path to smart factory solutions, for Mitsubishi Electric B.V. Polish Branch, TeamViewer is a strategic partner to ensure high-quality interactive remote assistance.

Headquartered in Japan and operating 237 factories and laboratories worldwide in over 121 countries, Mitsubishi Electric is a leading manufacturer of electrical and electronic products and factory automation. Mitsubishi Electric B.V. Polish Branch has an engineering support team of 30 engineers across Central Eastern Europe. Dealing with support enquiries from a range of customers, from independent manufacturers to multinational players from the food, aerospace and automotive industries, the engineering support team may be small, but it has a huge responsibility to ensure its manufacturing customers are maintaining a steadfast production process.

Business challenge

The Mitsubishi Electric engineering support team was looking for a remote support solution that could help maintain production lines and address machine problems in an efficient manner. Their key challenges included:

- ➔ **Dealing with complex technical issues by phone/email became inefficient over the time.**
- ➔ **Travelling to customer sites became suddenly impossible with travel restrictions due to COVID-19.**
- ➔ **The team identified the need for a scalable support solution offering AR capabilities.**

TeamViewer solution

With TeamViewer and TeamViewer [Assist AR/formerly Pilot], Mitsubishi Electric B.V. Polish Branch can further digitize and automate its processes and operations in customer support and gain more accuracy and efficiency thanks to augmented reality.

Results

TeamViewer allows the Mitsubishi Electric team to better support its customers and enables them to capitalize on their support offering by introducing a range of technical support packages, some of which provide cutting-edge technical capabilities.

- ➔ **Efficient communication across sites.**
- ➔ **Strong opportunities for cutting-edge remote technical support.**
- ➔ **Reduction of downtime of business-critical factory equipment.**
- ➔ **Stronger interactions between technical support and on-the-ground engineering.**



Business challenge

The Mitsubishi brand name is recognized around the world as a symbol of premium quality. Letting customers wait in case of a technical problem was never an option for the Japanese global market leader – Mitsubishi Electric is devoted to offer premium support to customers. Over the years, Mitsubishi Electric B.V. Polish Branch has built an excellent support team with highly experienced engineers and best practices. To increase efficiency in customer support, Mitsubishi Electric B.V. Polish Branch launched the initiative SupportME, technical support including 4 levels of support packages and technical trainings provided by experienced Mitsubishi Electric engineers - enabling premium service to its customers.

Augmented Reality solutions have been quickly recognized by Mitsubishi Electric as an important component for modern manufacturing maintenance and the smart factory. The company was actively exploring viable use cases for wearables and augmented reality technology. Like the Mitsubishi Electric engineering support team who was looking for a remote support solution that could help maintain production lines and address machine problems in an efficient manner.

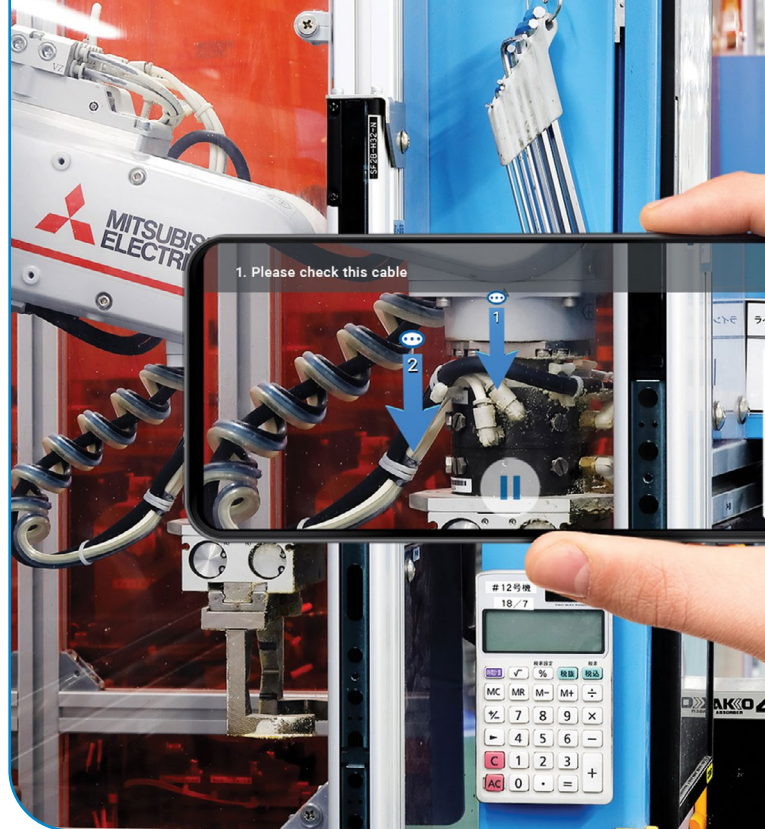
On the path to smart factory solutions

With TeamViewer and TeamViewer [Assist AR/formerly Pilot], Mitsubishi Electric can further digitize and automate its processes and operations in customer support and gain more accuracy and efficiency thanks to augmented reality. TeamViewer is both a great technical and business choice for Mitsubishi Electric. Its secure infrastructure and licensing model corresponded to the large-scale needs of the team, at the same time as offering great value for money.

On its path to smart factory solutions, Mitsubishi Electric B.V. Polish Branch considers TeamViewer as a strategic partner to ensure high-quality interactive remote assistance and therefore introduce the next level of customer support. Today, one piece of the customer support initiative is a service called SupportME-X – support with Extended Reality, a solution that is possible only thanks to TeamViewer's augmented reality solution [Assist AR] and Microsoft HoloLens2. The AR-based remote support solution from TeamViewer is particularly used in Mitsubishi Electric's growing business unit of industrial automation covering products such as industrial control systems, drives and robots.

Strong opportunities for remote technical support

TeamViewer allows the Mitsubishi Electric team to better support its customers and enables them to capitalize on their support offering by introducing a range of technical support packages, some of which provide cutting-edge technical capabilities. Introducing TeamViewer [Assist AR] to their TeamViewer service portfolio has also been a big selling point for the support team, as its AR capabilities offer a new level of presence when supporting customers.



Jakub Kwiatkowski, Solution Business Manager

We chose TeamViewer as the market-leading innovative solution and TeamViewer [AssistAR], as it is intuitive, secure, and a perfect fit for expanding our customer interaction.

Mixed Reality with TeamViewer

In addition to providing customers with high value support, TeamViewer amongst other products that the team uses, makes it possible for Mitsubishi Electric to set out, and adhere to, service level agreements (SLAs) for customers. Prior to using TeamViewer, it was impossible to establish a response time and a solution time to customer enquiries because emails and phone calls were difficult to track and monitor. But through introducing a range of technical support packages, Mitsubishi Electric can offer set support terms to its customers, for example guaranteeing a response and solution within four hours of raising a ticket. In turn, Mitsubishi Electric cannot just strive for, but promise customers a high value support service.

TeamViewer [AssistAR] runs on mobile devices and wearables for Mixed Reality like Microsoft HoloLens2 and can remotely help solve complex problems in factories through a shared video and AR markers. Huge benefit for Mitsubishi Electric's customers is the reduction of downtime of business-critical factory equipment - as AR-powered remote training and guidance empowers customers to tackle problems on the spot. For Mitsubishi Electric, the new process involving TeamViewer's AR-backed solution means increased efficiency as it reduces the need to have field technicians travelling to the remote equipment to fix it.

Great savings in time and on travel-costs

Jakub Kwiatkowski, Solution Business Manager: "We chose TeamViewer as the market-leading innovative solution and TeamViewer [AssistAR], as it is intuitive, secure, and a perfect fit for expanding our customer interaction. The value is clear: It enables us to help customers achieve better throughput from our industrial automation systems and optimize production processes."

Thanks to using TeamViewer's augmented reality solution, technicians can contact the support team on their smartphone and use sophisticated technical capabilities to not just talk to their engineers but interact with them. In a live session, technicians can point their smartphone camera on the problematic equipment in the factory, and the support engineer can see what is going on in real-time, for example, what the LED lighting looks like or the messages on the machine screen. These added technical capabilities help the technicians explain the issue in addition to helping the engineers understand and fix the problem as TeamViewer support acts as a visual aid. The problem can be fixed with instant control of success.

Since engineers often have to travel for the support services they are working on, this is not only a great time-saving use case, but it also saves Mitsubishi Electric on travel costs.

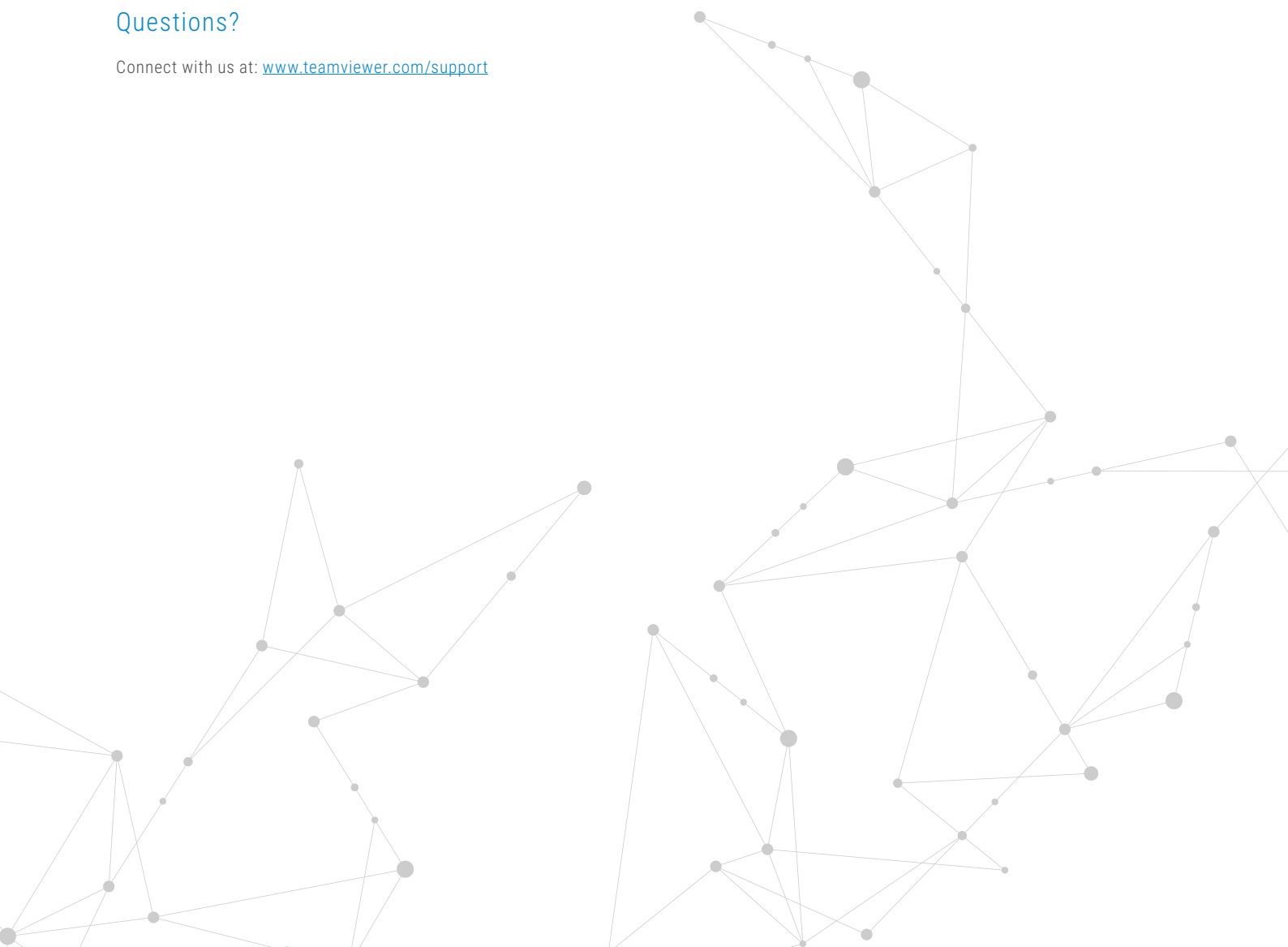
Engineers use HoloLens to work through an issue remotely

"With TeamViewer, we can bring new value to our customers. No matter the location of the factory or the support technician, we can 'look over the customer's shoulder' and provide real-time support that minimizes interruption to the production line", says Jakub Kwiatkowski. In addition, the team can use TeamViewer [AssistAR] to connect to Microsoft HoloLens devices and collaborate with technicians to resolve problems on the manufacturing shop floor. When an operator runs into an issue during production, Mitsubishi Electric engineers can use TeamViewer with HoloLens to work through the issue with them remotely. The team can lend the HoloLens device to customers and this frees the engineers' hands to fix the machine or piece of equipment at the same time as being guided through the steps through AR.

As Mitsubishi Electric continues to work with TeamViewer, the support team looks to build their partnership and extend both its use cases with TeamViewer Pilot, in addition to exploring other solutions and capabilities. In the future, Mitsubishi Electric looks to use AR solutions not just for customer support, but for technical training as well as looking at how to customize AR solutions as the team prepares for an era of smart factories.

Questions?

Connect with us at: www.teamviewer.com/support



About Mitsubishi Electric Corporation

With 100 years of experience in providing reliable, high-quality products, Mitsubishi Electric Corporation (TOKYO: 6503) is a recognized world leader in the manufacture, marketing and sales of electrical and electronic equipment used in information processing and communications, space development and satellite communications, consumer electronics, industrial technology, energy, transportation and building equipment. Mitsubishi Electric enriches society with technology in the spirit of its "Changes for the Better." For more information, please visit: www.mitsubishielectric.com.

About TeamViewer

TeamViewer is a leading global technology company that provides a connectivity platform to remotely access, control, manage, monitor, and repair devices of any kind – from laptops and mobile phones to industrial machines and robots. It enables companies of all sizes and from all industries to digitalize their business-critical processes through seamless connectivity. TeamViewer proactively shapes digital transformation and continuously innovates in the fields of Augmented Reality, Internet of Things or Artificial Intelligence. The company is listed at Frankfurt Stock Exchange and belongs to MDAX.

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