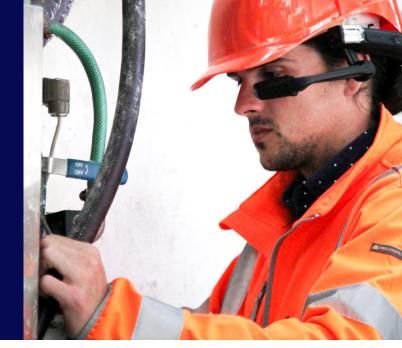# ⬛ TeamViewer

Mondi Makes Their Maintenance Processes Hands-Free with AR

mondi

Initial Situation

Mondi is a global leader in packaging and paper, contributing to a better world by making innovative solutions that are sustainable by design. The business is integrated across the value chain – from managing forests and producing pulp, paper and films, to developing and manufacturing sustainable consumer and industrial packaging solutions using paper where possible, plastic when useful.

Mondi's Slovak paper mill Mondi SCP was searching for a solution to improve the working conditions of the maintenance team while increasing efficiency, speed, and quality of their processes at the same time. In TeamViewer Frontline's remote assistance solution xAssist, they found an offering that meets those needs. In collaboration with AYES, Mondi implemented the remote support solution that connects frontline workers on-site with remote experts via See-What-I-See video calls on smart glasses.

📖 **Packaging and paper industry**

📋 **Expert-guided maintenance procedures & troubleshooting**

📅 **Productive use since 2021**

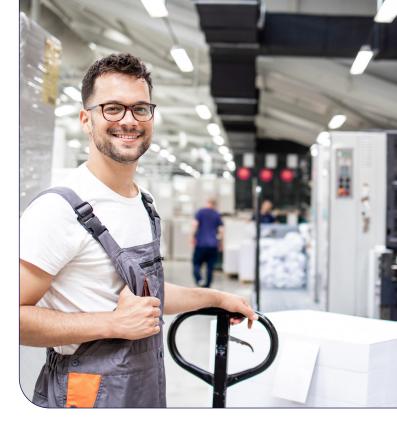🌐 **Global implementation at all of the group's production facilities**

Challenge

Previously, the machine manufacturers provided initial training and instructions to prepare Mondi's technicians for routine equipment maintenance processes. After this, the technicians were more or less on their own, which led to inconsistencies within the complex maintenance procedures. And if a problem occurred that could not be solved by the person on-site, the communication with remote experts was cumbersome which led to an overall delay in troubleshooting, ultimately resulting in unproductive downtimes. For Mondi these challenges culminated in a need to search for a more streamlined and efficient solution.

> Some work steps could not pe performed by the maintenance team alone or it was done in a very complicated and non-standardized way using videos made with mobile phones. The videos were then downloaded to computers and sent with comments by e-mail, which was a bit clumsy. **Thanks to smart glasses and the TeamViewer software, the whole process is now much more professional."**

Samuel Dvorštiak, Digital Specialist,
Mondi SCP, Slovakia

TeamViewer Frontline Solution

With the use of [TeamViewer's remote support solution](#), technicians can now get help right when they need it. They simply put on the smart glasses and establish an immediate connection with the remote expert. The camera integrated in the smart glasses allows the technicians to share their field of view in real-time, while their hands remain free to directly carry out the instructions given by the expert.

Through the digital look over the shoulder, the expert can check on every step and easily communicate via voice or integrated chat. Also, to point out a certain machine part, the expert can use digital pointers and markers to make clear what they are talking about. This way, misunderstandings are virtually erased.

When taking the dusty and noisy environment into consideration that is prevalent in the paper and package production industry, the industry-readiness of the solution stands out. While the use case-tailored AR solution xAssist offers a seamless user experience and a streamlined communication, RealWear's ruggedized Head-Mounted-Device (HMD) Navigator 500 is specifically designed for industrial usage, e.g. through its ability to be worn in combination with the hardhats mandatory on Mondi's shopfloors.

Results

"The possibility to quickly establish a connection between a technical expert and our people is a big advantage. Thanks to the smart glasses and TeamViewer's AR solution, the expert operating remotely sees exactly what the technicians at our plant see and can provide support without the need to come to the plant. All this with real-time picture and sound transmission". Samuel Dvorštiak, Digital Specialist at Mondi SCP, Slovakia.

✔ **Cost reduction**

✔ **Shorter downtimes**

✔ **Reduced carbon footprint**

By using remote support, Mondi has decreased their response times enormously. Higher first-time-fix rates and more efficient, instant troubleshooting increase savings not only on the resource side, namely travel cost for experts, but also avoid costly downtimes in production. Through the clear and seamless guidance and the intuitive usage of the xAssist solution, the collaboration between experts and on-site technicians has massively improved, leading to a sharp increase in the maintenance procedures' quality. On top of lower costs, shorter standstill periods, and higher quality operations, the new technology is helping Mondi to reduce its carbon footprint by avoiding unnecessary expert travel.

After achieving convincing results and an overall improvement, the solution is now being implemented on a global basis in collaboration with AYES at all of the group´s production facilities.

Project Partner

AYES

About AYES

AYES specialises in the supply of smart glasses and the use of augmented reality in the digitalisation of industrial production. They provide a wide range of hardware and software solutions. They are also a full service partner to our customers in service, consulting and additional services, such as content development for smart glasses or 3D data visualization. AYES improves working conditions especially for service and maintenance teams and increases the efficiency, speed and quality of processes resulting in cost savings. Their services are an important cornerstone of the digitalization of any industrial production and contribute to reducing the carbon footprint. For more information about AYES, please visit ayes.cz.

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.
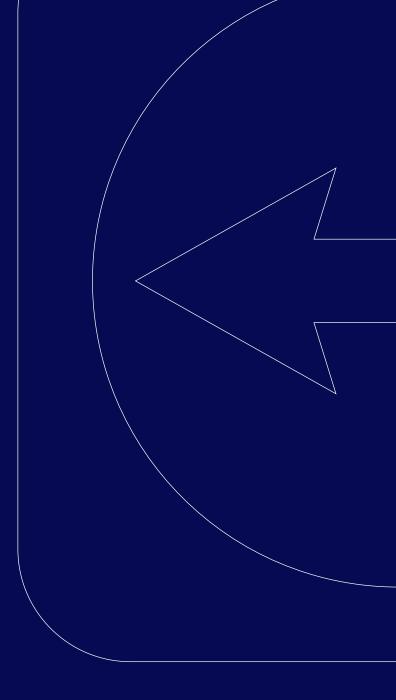
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