

SMART AUTOMATION
FOR SMART FACTORIES

L W B
AUTOMATION

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**AUGMENTED
SERVICE SUPPORT**

lwb-automation.de

Member of **STEINL GROUP**

WELCOME TO INDUSTRY 4.0 WITH OUR AUGMENTED SERVICE SUPPORT

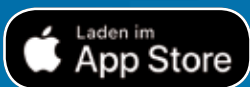
We help you sustain the competitive edge you need through know-how and smart service solutions. True to our motto:
Smart Automation – For Smart Factories!

With our AUGMENTED SERVICE SUPPORT we can inspect your automation plants via remote within seconds from anywhere in the world. Manage your service cases 24/7 by using our app on the service platform

with your smartphone, tablet computer or smart goggles. This is where we also clearly list and document your service cases, providing you with 100% transparency of your service cases.

We invite you to test our Augmented Service Support for three months and experience these advantages yourself.

CLOUD-BASED, MOBILE AND HANDS-FREE THE REMOTE SERVICE PLATFORM



UNAMBIGUOUS IDENTIFICATION OF YOUR MACHINE

THANKS TO THE QR CODE-BASED MACHINE RECOGNITION FEATURE INTEGRATED IN THE APP.

FIELDS OF APPLICATION



MAINTENANCE & REPAIRS



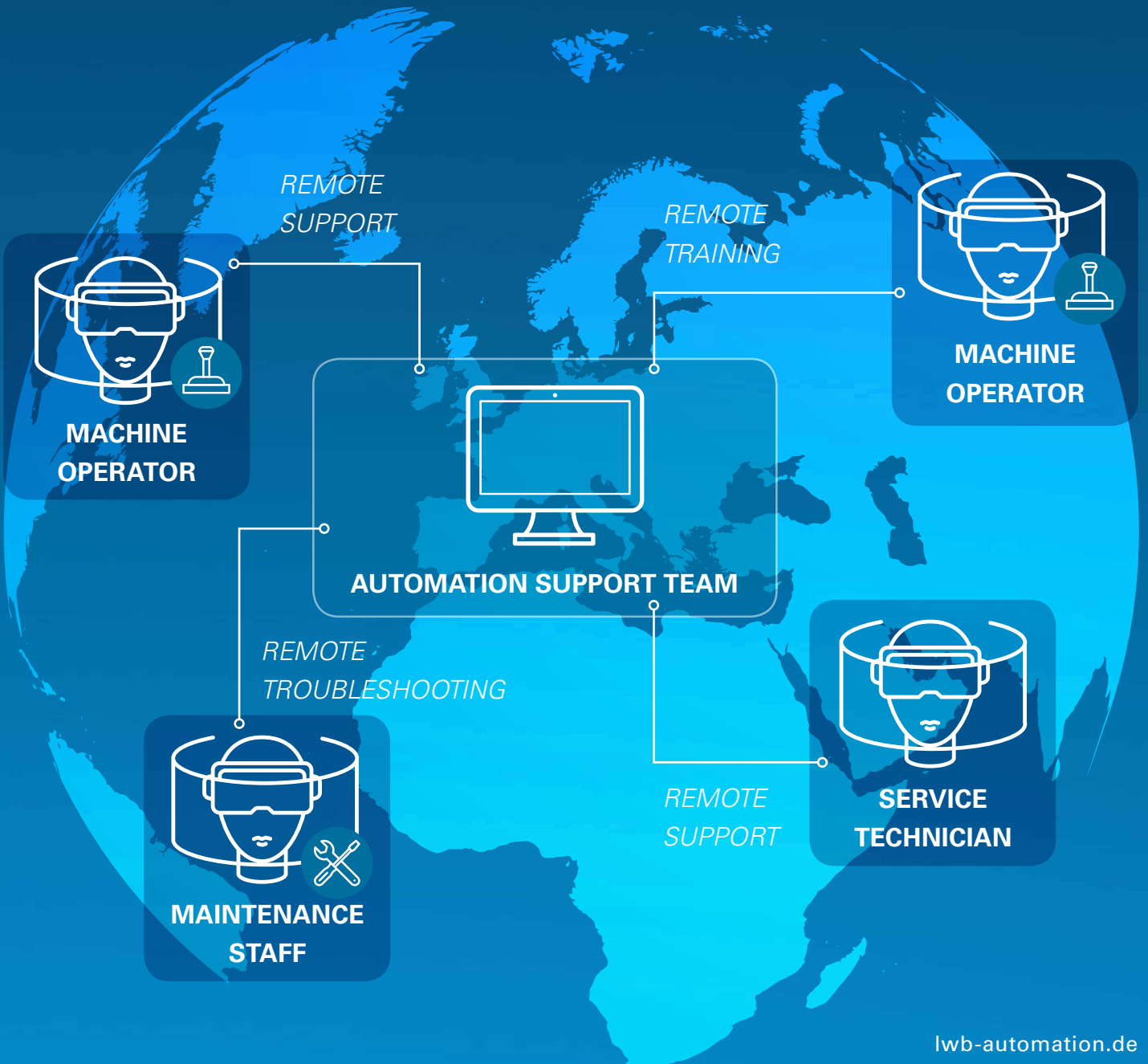
REMOTE SUPPORT



TROUBLESHOOTING



OPERATOR TRAINING



7 SMART REASONS

FOR OUR AUGMENTED SERVICE SUPPORT

LIVE IMAGE, AUDIO & VIDEO

Hear and see what the operator sees.

DOCUMENT MANAGEMENT

Intelligent filing of service cases:
transparent, clear & safe.

MULTI-USER VIDEO CONNECTION

Several participants in a video call.

SHARING OF DOCUMENTS & DESKTOP

Send circuit diagrammes, 3D drawings or instructions to the end user's device.

LIVE IMAGE PROCESSING

Live processing and marking of objects.

RECORDING OF VIDEO SEQUENCES

Recording of important video sequences for training purposes.

MESSENGER TRANSLATION

Immediate translation of instructions into the required language.

AUGMENTED SERVICE SUPPORT +



EFFICIENT SUPPORT

- Quick use within a few seconds via remote access
- Support staff looks at operator's problem via live video call



LOWER TRAVEL EXPENSES

- Ad hoc support from the back office
- 70% reduction in travel expenses



REDUCTION OF DOWNTIME

- Reduction of expensive machine downtime by using data goggles or the Smart Service App; increase of system availability



LOCATION-INDEPENDENT

- Worldwide availability
- 24/7 intelligent service platform
- Issuance of a case ticket & deposition of videos or photos

MATCHING SMART GOGGLES



REALWEAR HMT1

- + VERY DURABLE
- + ATEX CERTIFIED
- +/- VOICE CONTROL



EPSON BT300

- + VERY COMFORTABLE
- + STURDY
- +/- OPERATING TOUCH FIELD

HAVE WE TRIGGERED YOUR INTEREST? CONTACT OUR SUPPORT SPECIALISTS

SALES

Phone: +49 (0) 6201 4857-851
vertrieb@lwb-automation.de

SERVICE

Phone: +49 (0) 6201 4798-888
service@lwb-automation.de

BUSINESS HOURS

Mon - Thu: 7:00 am - 12:00 am & 1:00 pm - 5:00 pm
Fri: 7:00 am - 12:00 am & 1:00 pm - 4:00 pm

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