



VSIGHT REMOTE ASSISTANCE BASED ON MONITORING OF ASSEMBLY LINES FOR AKYAPAK

Augmented Reality (AR) is already used in various areas in production engineering. Assistance systems for assembly processes and planning, assembly design, and the maintenance of machine tools are some of the typical fields where this technology is applied.

VSight Remote with its presented AR tools that use, helps the technicians of AKYAPAK to get all process-relevant information directly on-site. Thus the interruption of different processes can be kept as short as possible. The visualization is done with streaming live videos and audio elements that link the contact center to the field where the work is being performed.



CHALLENGE

Showing process-relevant information of assembly lines is an important task in different processes for AKYAPAK. During these processes is required an extensive knowledge of the used machines and their control systems. Issues that technicians might face could cause delay of these processes.

SOLUTION

VSight Remote supports AKYAPAK technicians with dissolved virtual instructions for assembling or repairing a machine tool. Technicians can see where a part has to be applied and which tools are needed.

RESULTS

VSight Remote connects contact center experts to technicians that provides all instructions showed in the right order and at a real-time. Therefore, technicians can also maintain machine tools which are unfamiliar. No time consuming for training is necessary because the required knowledge is recorded and it can be used at a later time.

VSIGHT REMOTE IS USED FOR SKILL TRANSFER IN ADDRESSING ASSEMBLY AND MAINTENANCE OF LARGE MACHINERIES.

For more difficult issues, predefined instructions may not be sufficient due to the fact that the cause of the problem is not clear. In this case expert knowledge is necessary. VSight Remote support can solve this issue. The maintenance expert from the contact center accomplishes technical support to a maintenance operator on-site. The expert has the ability to share files such as 3D objects, PDF, or image sharing that allows effective communication among users. VSight Remote has several elements for creating AR-based instructions (e.g. highlighting components or marking dangerous zones that help on reducing exposure to incidents, human errors, and break downs).

VSight Remote provides real-time two-way audio and video capabilities, which allows annotations to be made and remain stable on the shared scene.

VSight Remote instantaneously helps to diagnose and solve issues, while costly expenses of moving skilled experts from site to site are being drastically reduced.

SOLUTION OVERVIEW

Commonly referred to as the see-what-I-see remote collaboration, VSight brings this solution as the new preferred way for AKYAPAK to have specialized expertise on-site anytime, anywhere. Whenever a new or complex problem arises, field technicians can connect with experts to get faster diagnosis and solution, decreasing repair downtime, saving time and money.



In maintenance and assembly tasks the technicians act mainly with hands.

VSight Remote offers a high impact on helping technicians performing their tasks hands-free.

