

CASE STUDY
AMAZON

Optimisation of logistics procedures

CUSTOMER

Amazon

SECTOR

E-commerce

COUNTRY

United States, Canada

DATE

2020 - Today

BACKGROUND

Amazon.com, Inc. is an American e-commerce and cloud services company based in Seattle, Washington. It is one of the first companies to sell goods over the Internet. It is the world's most valuable retail brand.

THE CHALLENGE

Amazon has more than 1,150 warehouses / distribution centres in the United States. When they have a problem with machinery or equipment within their warehouses, they have to wait for the teams in charge to assist them. This causes internal delays and high costs.

Now they can solve the following pain points:



Improve internal efficiency
within the logistics area



Reduce travel costs and
downtime in the different
warehouses

THE SOLUTION

Remote eye is the software solution used by Amazon, based on



Smart Glasses



Smartphones & Tablets



PCs

to share information between on-site operators and their support departments. It effectively assists their users in executing difficult tasks and resolving incidents. With real-time data at hand, the engineering team can keep a close eye on the situation remotely and improve the productivity of their teams.

WHY WIDEUM?

Wideum is a global leader in remote service technology and innovation in applications for smartphones, tablets and smart glasses.

Our proprietary software allows users to execute difficult tasks and also provides for operation maintenance with remote assistance thanks to information sharing between field service operators and support departments.

Solutions like:



include real-time data and knowledge sharing that enable increased productivity thanks to the significant reduction in costs and machinery downtime.



BENEFITS

We help your company with the best remote assistance products and solutions that empower your technicians. In addition, they add value to your customer service and thus, you can monetize your post-sales service.

We know that having the best performance and execution is important for you, which is exactly why we want to help you with:

