ASTICAN

CASE STUDY
Astilleros Canarios

Customer Service

CUSTOMER
Astican (Astilleros de Canarias)

SECTOR
Shipbuliding

COUNTRY
Spain

DATE
2019 - Today

BACKGROUND

Astilleros Canarios S.A. (ASTICAN) is a privately-owned ship repair yard with well-experienced staff, and whose main activity is the repair, maintenance, and conversion of all types of vessels, structures, marine renewable energy devices and offshore units.

Its modern installations, particularly its dry-docking system, a versatile Syncrolift platform with a lifting capacity for vessels up to 36,000 DWT, as well as, 7 dry-docking lanes respond to the quality and service that ship owners demand and allow for attendance at very short notice.

They can now solve the following pain points:

- Reduce costs and technicians' time

- Add value and monetize customer value creation

THE CHALLENGE

Astican wanted to be more efficient in its customer service department. They were searching for new technology that could help them upgrade their department, and they found the solution in Wideum's remote assistance technology.

THE SOLUTION

ASTICAN REASY, the Remote Assistance System that allows customers and service engineers to get immediate access to the place where Astican technicians, equipped with a RealWear headset (or smart glasses) can record video or take photographs and be guided to perform maintenance operations, guaranteeing connectivity even in tanks, bilges or engine rooms.

Since last year, they are also seeing increased demand from their internal organization to use this solution for remote training and communication purposes.

The new system of work improves processes with technical requirements, helping to reduce downtime, decision-making and expensive travel.

Remote Eye is a software solution based on:

Smart Glasses	Tablets	PCs

allowing them to share information between on-site and support departments.

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:

Remote eye   **Twin** eye

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:

Hands-Free Solutions
Focus on what is most important

Aviod Travels
No more unnecessary trips

Monetize your post-sales
Offer your clients innovative customer service

No more misdiagnosis
Ensure first-time results and solutions for your client

Reduce downtime
Rapid support from experts