



## CASE STUDY COMEXI

# Monetize your technical service

### CUSTOMER

Comexi

### SECTOR

Packaging machinery

### COUNTRY

Spain

### DATE

2018 - Today

## BACKGROUND

Comexi is a family-owned packaging equipment manufacturer, founded in 1967. With a commercial network and spare parts with immediate assistance availability in more than 100 countries, Comexi has impeccable experience in **manufacturing capital goods for the flexible packaging conversion industry.**

## THE CHALLENGE

Before remote solutions, Comexi offered after-sales services by phone, email, and Skype. They were flying blind whenever a customer called them, **facing a problem with their machines, and thereby leaving Comexi staff reliant solely on the words of customers.**

With the discovery of 'Remote Eye Solution,' via Epson Moverio glasses, this has **opened a huge amount of possibilities to improve levels of service** for their end customers.

They can now solve the following pain points:



Reduce downtime of machinery



Improve costs associated with service delivery: travel, downtime



Add value and monetize customer value creation

## THE SOLUTION

Remote Eye is a software solution based on smart glasses, smartphones, tablets and PCs allowing them to **share information between on-site** and support departments.

Epson Moverio Smart Glasses are one of the **most reliable glasses on the market**, as well as the easiest to use in control path and functionality. The glasses allow a remote expert from the headquarters to guide the field technician in front of the machine in order to solve any of their issues.



Add value to their after-sales services by helping their end customers in equipment downtime reduction



Increase their sales with more than 70 new contracts involving Epson Moverio smart glasses



Save up to 50% in repair costs whenever a critical situation appears in a machine

## WHY WIDEUM?

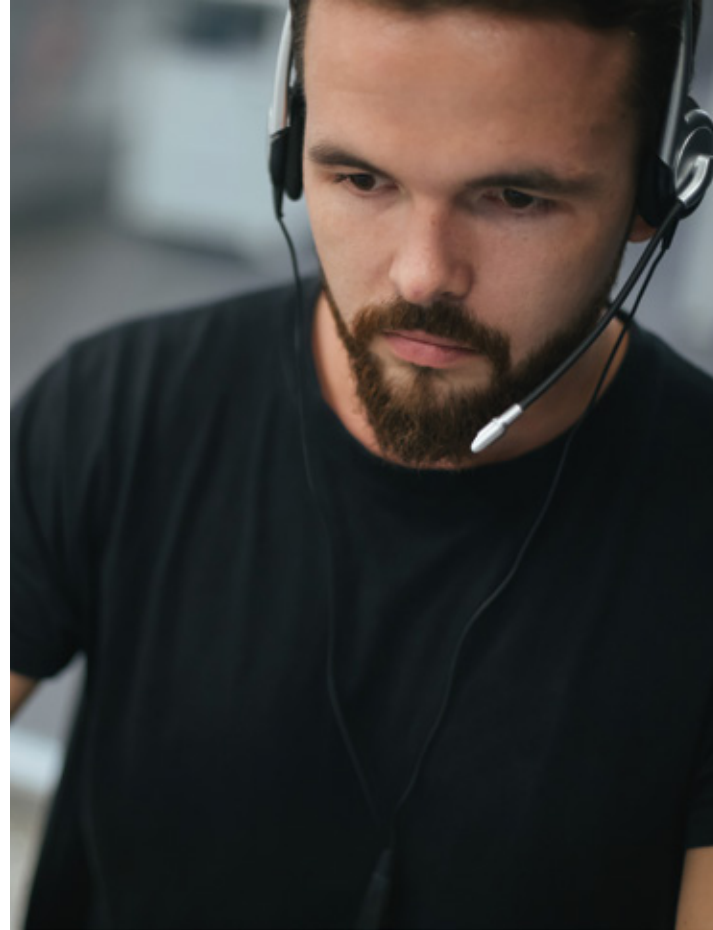
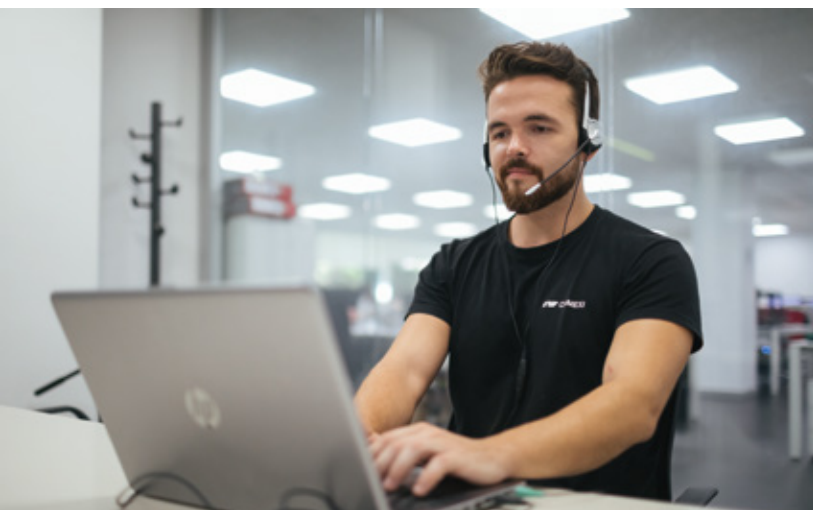
Wideum is a **global leader** in remote service technology and innovation in applications for smartphones, tablets and smart glasses.

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:

