KUKA

CASE STUDY KUKA

Compete against local suppliers

CUSTOMER
Kuka

SECTOR
Factory automation

COUNTRY
Spain

DATE
2020 - Today

BACKGROUND

Kuka is an international automation company with approximately €3.2 billion in sales and more than 14,000 employees. The company's headquarters are located in Augsburg, Germany.

As one of the leading providers of intelligent automation solutions, Kuka offers its customers an all-in-one: from robots and cells to fully automated installations along with its extensive network in markets such as the automotive or electronic sector, general industry, consumer goods, e-commerce/retail and healthcare sector.

THE CHALLENGE

Kuka has hundreds of robotics machines throughout Spain. When failures or damage happens, their service and maintenance personnel are required to travel to the sites in order to fix them. So that they enjoy a high level of customer satisfaction and remain competitive in the countries where they operate, Kuka must always provide their customers with very efficient technical service.

They can solve the following pain points:

Optimize time when assisting customers

Reduce costs of travel and downtime of their machinery

Compete against local suppliers

THE SOLUTION

The remote assistance software by Remote Eye/Wideum provided a tailor-made solution that they could offer to their customers:

- They can now troubleshoot their machines on the field with ease and speed
- Reduce service travel costs
- Provide a faster response time to their customers

Remote eye is the software solution Kuka is using, based on smart glasses, smartphones, tablets and PCs, to share information between on-site operators and their support departments. It effectively assists users in executing difficult tasks and with operation maintenance, having real-time data on hand, while also keeping a close look at the remote situation.

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