Ocado

CASE STUDY OCADO

Train employees in service and maintenance

CUSTOMER
Ocado

SECTOR
Retail and Logistics

COUNTRY
Spain

DATE
2020 - Today

BACKGROUND

Ocado Technology is a pioneer in the tech sector, solving some of the toughest technological challenges of our age. Their mission is to build the technology which is changing the way the world shops by using the latest advances in artificial intelligence, machine learning, data science, robotics and beyond.

They enable their retail partners across the world to offer outstanding customer experiences and benefit from superior economic returns offered by cutting-edge technology and automation.

This distinctive approach offers engineers the freedom to focus on building innovative solutions across their vast platform and technology domain.

They can now solve the following pain points:

Have all employees trained to be value-driven with the focus being on solving tangible problems and implementing reliable solutions to whatever they may be

Efficiency in after-sales service and maintenance departments

THE CHALLENGE

Ocado wanted its staff to be trained to perform service and maintenance tasks in all countries where they operate. Ocado's commitment is to provide their teams with an excellent selection of tools which are reliable, efficient and easy to use.

THE SOLUTION

Ocado implemented a full solution with Realwear Headsets (or smart glasses) and Remote Eye. They started in the middle of 2020, during the toughest of global lockdowns and travel restrictions, especially throughout Europe and the USA.

When their engineering trainers could not travel to new Ocado site openings, they used joint technology in order to train and empower all their field service operators overseas in repair and maintenance tasks.
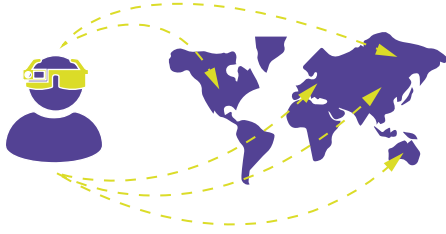
They are now starting to use Twin Eye to connect their engineers, mainly based in the UK, directly to technicians based in different countries around the world so as to show them how to perform specific maintenance, update and repairs tasks on their robots.

As one of their head engineers based in Great Britain is fond of saying, "there's nothing like learning on the job!"

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:

R Remote eye   **T 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