



CASE STUDY TK ELEVATOR INNOVATION CENTER

Improve internal Audits

CUSTOMER

TK Elevator - Thyssenkrupp

SECTOR

Oil & Gas / Energy

COUNTRIES

Spain, United Kingdom

DATE

2019 - Today

CHALLENGE

TK Elevator contacted Wideum through a consultancy in order to evaluate the use of the remote assistance platform so as to improve their internal audit.

BACKGROUND

TK Elevator Innovation Center is one of the leading companies in the national market. They have a network of more than 70 delegations spread throughout Spain with a team of more than 2,700 professionals.

They concentrate their work on urban mobility projects throughout the entire working life of each project, from the installation of new vertical transport equipment to its revision, maintenance and modernization.

TK also wanted to refine their post-sales service and perform the maintenance service of its elevators remotely for the sake of improving customer service.

They can solve the following pain points:



Internal audit, reducing the cost of time and travel



Post-sales service in maintenance

THE SOLUTION

Once TK Elevator had tested several Wideum products, they opted for the option that most closely resembled their organization through Remote Eye.

In place of sending someone to a plant or factory for an audit, they sent a pair of glasses and used a remote expert to make the audit.

As they learned, it saves time and travels, especially in remote locations.



Smart Glasses



Tablets



PCs

to share information between on-site operators and support departments. It effectively assists users in executing difficult tasks and operations maintenance, having real-time data at hand, while always 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:



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:

