

**trèves**CASE STUDY  
TREVES

# Training and Process Improvement

**CUSTOMER**

Treves

**SECTOR**

Automotive

**COUNTRY**

France

**DATE**

2020 - Today

Thanks to its long experience, Treves can apply unique thermoforming, thermoforming, foaming and assembly technologies. It brings to the market customised solutions adapted to the specific expectations of its customers.

## THE CHALLENGE

Trèves has plants all over the world and more than 4,000 employees. It needed to be able to connect with its plants immediately to solve any corrective or predictive maintenance problems. However, the distance did not help to solve the problems immediately, as it was necessary to wait for the person in charge to arrive to solve the problem.

They can solve the following pain points:



High travel costs



Delay in corrective/predictive maintenance

## BACKGROUND

Founded in 1836, Trèves is today a recognised supplier to the automotive industry and a specialist in automotive interiors and acoustic environments. As an international group, employing 4,000 people, it has 24 factories in 16 countries. As a partner of car manufacturers all over the world, Trèves offers all its expertise in comfort and acoustics.

# THE SOLUTION

Remote Eye is a software solution based on



Smart Glasses



Tablets



PCs

to share information between on-site operators and support departments. It effectively assists Trèves users in the execution of difficult tasks and maintenance operations by making real-time data available, always maintaining a close view of the remote situation.

# WHY WIDEUM?

Wideum is a world leader in remote service technology and application innovation for smartphones, tablets and smart glasses.

Our proprietary software enables users to execute difficult tasks and also facilitates the maintenance of remotely supported operations by exchanging information between field service operators and support departments.

Solutions such as



include real-time data and knowledge sharing that enable increased productivity by significantly reducing costs and machine downtime.



# BENEFITS

We support your business with best-in-class remote support products and solutions that empower your technicians. They also add value to your customer service so you can monetise your after-sales service.

We know that having the best performance and execution is important to you, and that's why we want to help you with:

