CASE STUDY
CONFIDENTIAL

Improve Customer Service

CUSTOMER
Confidential

SECTOR
Food Processing

COUNTRIES
Russia, Brazil

DATE
2020 - Today

BACKGROUND

The Company is a global leader in transforming the way food is processed. They support the production of high quality, safe and affordable food by providing software, services, systems and solutions to the fish, meat and poultry processing industry.

Sustainability is at the core of their business: their groundbreaking solutions reduce waste while improving yields and creating economic value.

They needed all their technicians and engineers to be trained to be able to install the equipment inside their plants.

They needed to solve the following challenges:

Connection with technicians in the plants with engineers from the HQ

Add customer value with immediate support from their helpdesk

CHALLENGE

The Company needed to install new machines in their manufacturing plants in countries like Russia and Brazil to continue with their food processing operations while the world was entering a massive lockdown during the first Covid-19 outbreak.

THE SOLUTION

The Company has been getting smart glass software and hardware support from Wideum since 2020, using this solution as a support accessory on top of their service contracts that help them speed up the response to their customers' requests, mainly with Realwear HMT-1 smart glasses.

With the intuitive and completely hands-free Realwear HMT-1 headset, they can always have both hands free for their tasks and access all information and communicate live at the same time.

RealWear HMT-1

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