

**OMV CASE STUDY****Solving
operational
downtime caused
by delayed access
to restricted sites.****CLIENT**
OMV**SECTOR**
Oil & Gas**COUNTRY**
Austria**DATE**
2025 - Today**THE CHALLENGE**

Accessing highly restricted environments, such as mines or quarantine labs, creates significant operational bottlenecks. Urgent repairs are frequently delayed because external experts must undergo weeks of mandatory training. Instead of spending weeks preparing for a single site visit, an on-site technician can simply wear the glasses and carry out repairs under the real-time guidance of a remote expert.

BACKGROUND

OMV was founded in 1956 in Vienna, Austria, originally to manage the country's state-owned oil and gas assets following the Austrian State Treaty. Over the decades, it transformed from a national supplier into a major international integrated oil, gas, and chemicals group. Key milestones include its expansion beyond Austria, starting with international exploration in Libya in 1985, and its significant move into the chemical sector through acquiring a majority stake in Borealis, positioning it as a leader in polyolefins.

Regarding sustainability, OMV has committed to becoming a net-zero company by 2050. Under its "Strategy 2030," it is shifting from a linear fossil-fuel business to a circular economy model. This involves heavy investment in sustainable technologies like green hydrogen, geothermal energy, and its ReOil® process, which converts plastic waste back into synthetic crude. OMV is also adapting its on-the-road services by expanding its network of EV chargers and offering sustainable fuels across its operations.

It can resolve the following pain points:



Bypassing training for high-risk areas like mines can endanger untrained personnel, regardless of remote support.

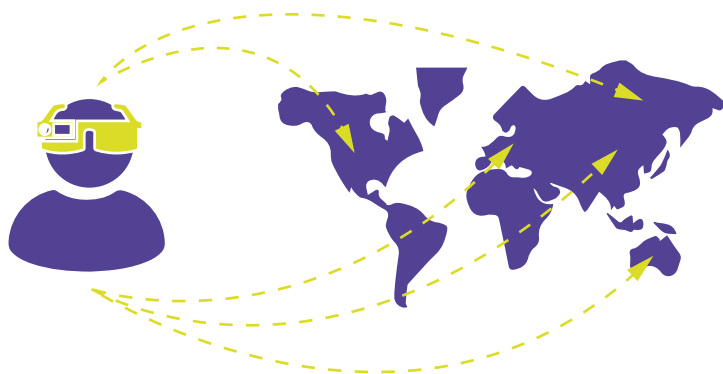


"Live support" fails if the connection drops, which is common in deep mines or shielded labs.

THE SOLUTION

To address these critical access bottlenecks, the company implemented a centralized technological solution: Remote eye software. This tool has completely transformed their ability to support restricted locations. Instead of waiting for physical clearance, specialized experts can now use Remote eye to "virtually" enter a mine or sterile lab instantly, seeing exactly what local personnel see.

This allows them to visually and accurately diagnose problems from afar, guide complex repairs in real-time, and automatically record every session for compliance, significantly improving repair quality without the weeks of mandatory pre-training.



WHY WIDEUM?

Wideum is the global leader in remote service technologies and innovation in applications for smartphones, tablets, and smart glasses. Our patented software enables users to perform difficult tasks and also facilitates maintenance operations through remote assistance, thanks to the exchange of information between field service operators and support services.

Solutions like:



include the exchange of data and knowledge in real time, which increases productivity by significantly reducing costs and machine downtime.



ADVANTAGES

We help your business by offering the best remote support products and solutions that optimize your technicians' performance. What's more, they add value to your customer service, allowing you to monetize your after-sales service. We know how important it is for you to achieve the best possible performance and execution, which is why we want to help you by offering:

