*BEUMER Group develops digital product for enhanced customer service: the BEUMER Smart Glasses*

**Service 4.0 – on site, without being there**

**Machine malfunctions and standstills that are not eliminated as fast as possible may become expensive for manufacturing companies. BEUMER Group developed the BEUMER Smart Glasses as a pioneering product that supports users quickly and easily. The BEUMER Customer Support technicians use them to take a virtual look over the shoulder of the customer's service technician to solve the problem together. This digital solution reduces travel times and costs.**

"With the BEUMER Smart Glasses, our customers can get in live contact with our service experts anywhere and at any time," promises Christopher Kirsch, team leader of BG.evolution. With this spin-off at the university location of Dortmund, the company brings digital innovation from outside into the company. In other words: "We are working on a customer problem with the support of start-ups to develop 'Minimum Viable Products'. These are minimally equipped prototypes whose market potential and customer acceptance we put to the acid test," explains Kirsch. This makes it easier for the BEUMER Group to decide quickly whether a new technology makes sense to develop into a finished product - such as the BEUMER Smart Glasses.

Together with their colleagues from BEUMER Customer Support and the Department for Research and Development in Beckum, the employees in Dortmund made this digital solution ready for the market. "From October 2018 to January 2019, long-term tests were carried out with various customers, including one with live testing with a long-term customer from the building materials industry. We were successful in concluding this phase," reports Kirsch. The user has been using a high-capacity palletiser BEUMER paletpac and a high-capacity packaging system BEUMER stretch hood for years.

**Reduce idle times by looking over the shoulder**

If there is a problem during operation, this may easily result in production bottlenecks. In the worst case, this results in delays of day-to-day operations. "If a machine suddenly breaks down, the problem must be solved as fast as possible," says Kirsch. This is the only way for the users to save time and money. If the users are not in a position to handle this by themselves, the BEUMER Group sends their globally located technicians to prevent longer downtimes. In addition to service technicians, Customer Support also provides qualified telephone support for trouble shooting, which is available 24/7. However, it can be challenging to successfully communicate complex problems quickly and clearly over the phone. Imagine if the customer had the opportunity to have a BEUMER technician take a quick and easy look at the problem at any time – on-site support, without actually being there. The BEUMER Smart Glasses make it possible.

**Just put them on and get started**

The employee at the machine puts on the glasses and starts the BEUMER Support app via voice command. The employee transmits a service number and a pin code to the hotline, and the connection with image and sound is established. The BEUMER technician receives the same image as the customer. The technician can directly give instructions and display all relevant information in the field of vision. The employee has both hands free to follow the instructions of the expert and carry out the necessary actions. Faults can be solved quickly and precisely - at any time. The BEUMER experts are available around the clock, seven days a week. "Language barriers or the lack of specialised knowledge are no longer relevant for trouble shooting," explains Kirsch. "Together with the user, we can also better validate why the fault occurred based on the recorded images."

"As part of the comprehensive BEUMER Customer Support, users add the BEUMER Smart Glasses as an extension to their monthly or annual hotline service agreement. Together with BG.evolution, the BEUMER Group is currently developing further digital products under the umbrella of "Smart Solutions". "Many of our customers are already showing clear interest in the BEUMER Smart Glasses," explains Christopher Kirsch.

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***Meta-Title****: BEUMER Group offers Smart Glasses for a better customer service*

***Meta-Description****: With the BEUMER Smart Glasses, BEUMER Customer Support accesses the customer system and solves the problem together with the service personnel of the customer.*

***Keywords****: BEUMER Group; Customer Support; Smart Glasses, Virtual Reality; BG.evolution*

***Social media:*** *If malfunctions and standstills occur during manufacturing, further processing or dispatch and are not eliminated as fast as possible, this may become expensive for manufacturing companies. With the BEUMER Smart Glasses, the BEUMER Group has developed a pioneering product that supports users quickly and easily: BEUMER Customer Support technicians virtually access the customer system and solve the problem together with the customer's service personnel.*

**Captions:**



**Photo 1:** The service technician has all important information displayed in the live image of the camera via the BEUMER Smart Glasses.



**Photo 2:** Providing the right environment: At BG.evolution in Dortmund, BEUMER colleagues are working on a customer problem and develop so-called minimum viable products, prototypes that feature minimum equipment, and check, if applicable, their market potential up to marketability.

**Photo credits:** BEUMER Group GmbH & Co. KG

**The high-resolution pictures can be downloaded** [**here**](https://newcloud.a1kommunikation.de/index.php/s/nVfd3irKyH8Nr2t)**.**

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