



See beyond your skills

**HOW COMPANIES CAN
ACCELERATE INDUSTRIAL
PROCESSES
WITH AR TECHNOLOGY**



In the current global crisis, technology is essential in order not to leave alone companies that work in partnership with others for manufacturing their products. Due to the Covid-19 pandemic, many supply chains have suddenly been stopped, making it difficult for many firms to achieve the previously set goals. Some companies, however, such as Duecker, Rivoira, Astron, could meet its clients' needs by providing them normal and accurate support thanks to HeadApp and Eye4Task platform. Let's see how.



HEADAPP SUPPORT TECHNICIANS IN CHINA ON BEHALF OF DUECKER ROBOTICS

Duecker Robotics, that belongs to Duecker GMBH group, is a world leader in the supply of robotic systems for the corrugated board industry. With more than 180 robotic systems installed all over the world, Duecker Robotics needs to provide an accurate support even to remote partners. In order to support one of the company client located in China, Duecker Robotics has recently provided its partner with smart glasses, essential to carry out, in a completely safe manner, the installation of a corrugated board system, used to corrugate board during manufacturing. Thanks to smart glasses, Chinese technicians could receive support from German specialists, who could follow every step of the process, from the installation of the system to the final check.

HEADAPP TECHNOLOGY FOR INSTALLING ROBOTICS SYSTEM, DÜCKER A CASE OF USE

Therefore, the Eye4Task software for smart glasses, provided by HeadApp, found new possibilities of use. In a serious and unpredictable situation, Eye4Task had a central role in allowing Duecker, an international company, to continue carrying out its activities in safe and healthy working conditions, fully respecting the emergency measures. With regard to this important goal achieved by the company, the HeadApp chairman, Mr. Massimo Banino, said:

«When we designed Eye4Task, we couldn't have imagined that it would become an essential tool to give support in locations no more reachable because of a pandemic! This is what happened to Duecker, one of our Italian American client that could manage its system maintenance in China by sending some smart glasses to the technicians on site. In this way, during the maintenance interventions, they could be directly supported by the specialists remained in Germany. This is a perfect example of how wearable devices and Augmented Reality can overcome geographic barriers and allow companies to operate in difficult situations, such as the ban on travelling or on having contacts with other people. It is a great aspect standing out all the negative consequences of this pandemic.»



SMART GLASSES TECHNOLOGY FOR PROCESS AUTOMATION, RIVOIRA A CASE OF USE

Rivoira, one of the best Italian gas suppliers, has decided to use HeadApp for the automation of tank testing.

The search for an accurate system enabling to drastically reduce human errors, has led the company to choose Eye4Task, a software provided with smart glasses that enables to guide specialists during tank maintenance.

In the Italian factories of Terni and Chivasso, almost 60.000 tanks are tested every year. For these interventions, operators had always used Excel, wasting so much time and risking of making errors while compiling documents as well as errors of judgment. With the help of Eye4Tasks, by using tank bar codes, following voice commands and displaying procedures on the screen, specialists are now able to improve their tasks and simplify the compilation of documents.

The project, called "We Smart Cyl" started with a sort of 5-months trial period, during which a software prototype was used and operators could get acquainted with the system, without having to write anything. After this initial period, they started to fully use the software, which helped them to improve the quality of their work.

WE SMART CYL, EFFICIENCY AND PROCEDURE SPEED

There are many advantages for Rivoira deriving from the HeadApp “We Smart Cyl” project:

- ✓ *Substantial drop in manual operations;*
- ✓ *Timesaving, which enables operators to dedicate themselves to other tasks during working time;*
- ✓ *Drastic drop in all the human errors which could have been made during manual operations;*
- ✓ *Increase of tank testing carried out by internal operators instead of counting on external workers;*
- ✓ *Drop in the costs for carrying out the tasks;*
- ✓ *Data managed within the firm in compliance with the internal data processing;*
- ✓ *Process automation which guarantees a high task quality.*

REVIEWS FROM RIVOIRA

Specialists working for Rivoira were excited about HeadApp effectiveness. Mr. Francesco Sciscioli, Productivity and Competitive Advantage Team Manager at Rivoira, speaking of the technological revolution occurred within the firm, said:

«In relation to tanks, we know how important manual transcriptions are, so we decided to focus on this task. In the past, we had to stop in order to write data in Excel. Now, by using smart glasses we can read data on the lens and carry out the different steps of the tasks very easily, thanks to voice commands: this helped us to widely reduce the time spent on each task».

Mr. Luca Ruosi, Project Manager and CRM Manager Europe added: «After various meetings among workers in charge of different tasks, and in order to make the best use of our new technological devices, we decided to review the entire testing procedure, by focusing on the operators. Alongside strictly economic aspects, our goal was to improve the working quality of our employees». For our company, that cares about productivity as well as personnel safety, this is a very important achievement».



WHY ASTRON GROUP HAS CHOSEN EYE4TASK PLATFORM

HeadApp is now partner of Astron Group, one of the best companies providing Testing, Inspection and Certification solutions to the Oil & Gas, Petrochemical, Power, Mining, Engineering, Construction and Infrastructure industry sectors. Astron has chosen Eye4Task to tackle the crisis caused by the outbreak. Astron had always focused on high quality and safety services, deciding not to leave alone its clients in this bad situation. In fact, Astron continues giving them support and providing them with high quality services, taking the maximum advantage of HeadApp and smart glasses technology.

The restrictions related to pandemic aim at ensuring health safety, so they are great to protect employees, but at the same time they can lead to slow down company projects. Eye4Task is the best solution to face this bad period in which specialists are unable to visit companies for offering their services of testing and support.

ASTRON GROUP A CASE OF USE IN PUBLIC UTILITY

Astron offers advanced technology services such as technical support for ITC, Testing, Inspections and Certifications, writing of company reports.

During the lockdown, the company worked hard in order to continue offering high quality services to its clients and tried to get round the problem of physical distancing that prevented technicians from being present in different locations.

Remote support technology turned out to be the best solution to this problem. Astron engineers tested Eye4Task software founding that it was perfect for every need and

for meeting inspection and testing quality requirements. With simulations carried out in different workplaces, Astron had very good results especially for what concerns inspection as compared to conventional methods. Employees involved had been trained with tests simulating real works situations with remote specialist and technicians on site. After this simulation period, Astron sent some smart glasses to its clients in order for them to be supported remotely by inspectors. In this way inspectors, who could reach clients despite the lockdown, could be supported by remote supervisors. This supervisor is the person in charge of preparing checklists and organizing external interventions.

WHICH ARE THE ADVANTAGES OF REMOTE SUPPORT?

Thanks to smart glasses, engineers can be supported by supervisors during inspections. The software enables a remote mentor to support the operator on site, who can carry out tasks in real time avoiding mistakes. Eye4Task gives accurate automatic reports on the work done by operators, with the possibility to add images or videos of collected data, in compliance with company's privacy policy. In fact, cryptography is used to protect data, that are saved on Amazon AWS secure and high quality server.

Moreover, the mentor can give the operator a checklist, remaining connected until all the steps are completed. The inspection is concluded after all the activities the mentor assigned through Eye4task have been carried out and checked off. In this way, the remote specialist together with the operator on site have implemented the assigned task in compliance with quality requirements, and their work can be certified thanks to a detailed job report that needs to be approved by the company before to be delivered to the client.



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