

A national engineering reference reduced execution time by 20% using the Augmented & Connected worker solution



Background

Industry 4.0 has changed the industrial landscape around the world. The sector became more modern, dynamic, and innovative.

According to recent research conducted by PwC, industrial digitalization affects both physical assets and the whole value chain. The research also concluded that in only 5 years:

- 8 in 10 companies will have at least one digital product;
- Efficiency is expected to increase by more than 10%.

Sotécnica provides maintenance services for a wide range of clients. With more than 65 years, the company has six sites in Portugal and operates abroad in three countries.



In 2005, the company was acquired by a multinational leader called VINCI Energies, which has more than 1600 business units in 50 countries across the globe.

Challenge

Inserted in a sector with a high human resources turnover, keeping knowledge and experience inside the company proved to be costly and time-consuming. The challenge was demanding: How to guarantee our clients' satisfaction with no errors and fast maintenance processes?

The key problem was decomposed into 5 different, but complementary, issues:

- 1 High specialization degree and know-how
- 2 Lack of "One-man Operation" supporting information
- 3 Difficult recruitment of qualified operators
- 4 No feedback, no execution proof, and no control
- 5 Too much bureaucracy and unnecessary travel costs

It was hard to hire employees with solid knowledge and willingness to build a career in a high-turnover sector. Traveling between buildings was frequent, and solving problems was no easy task. The major impacts included:

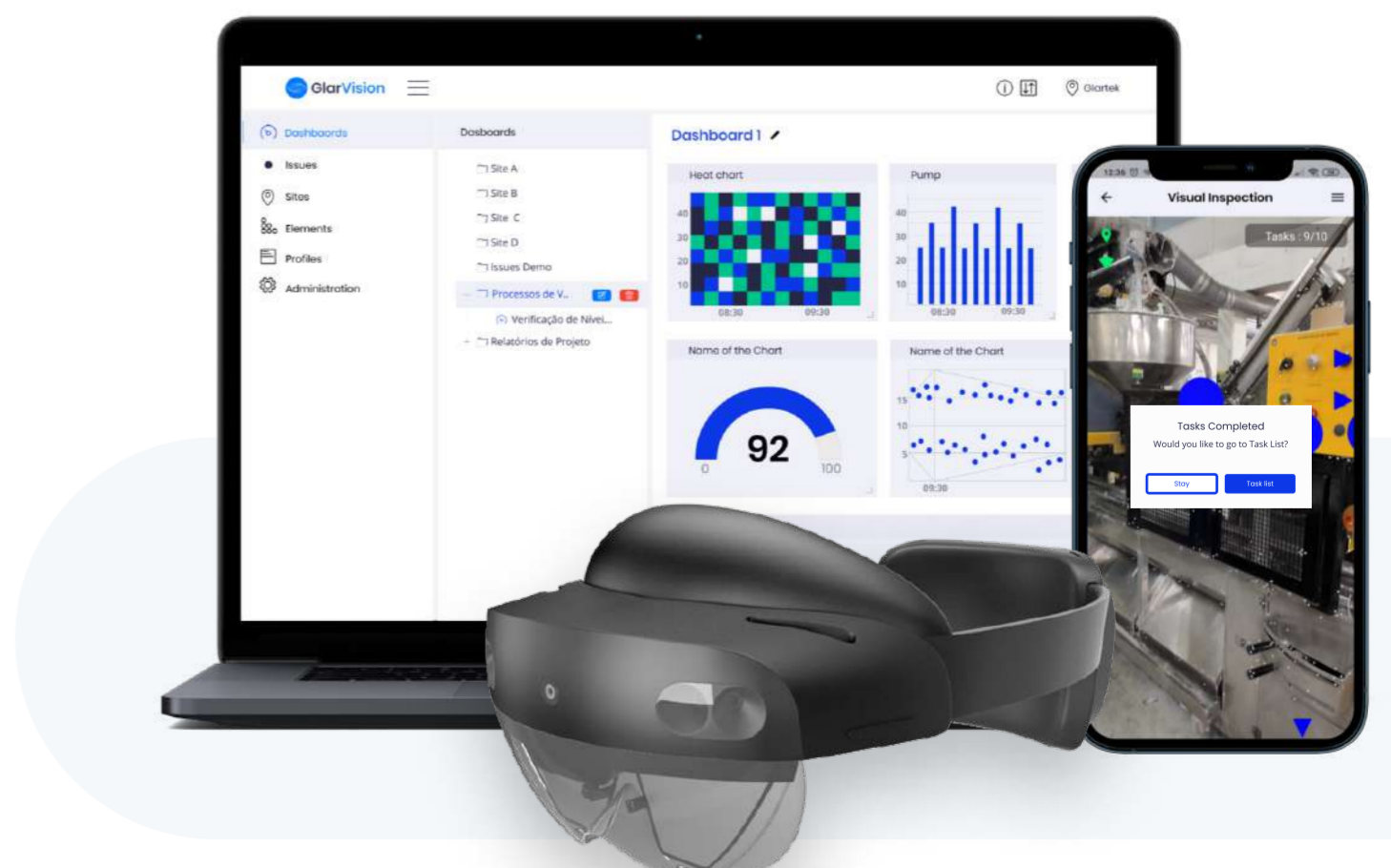
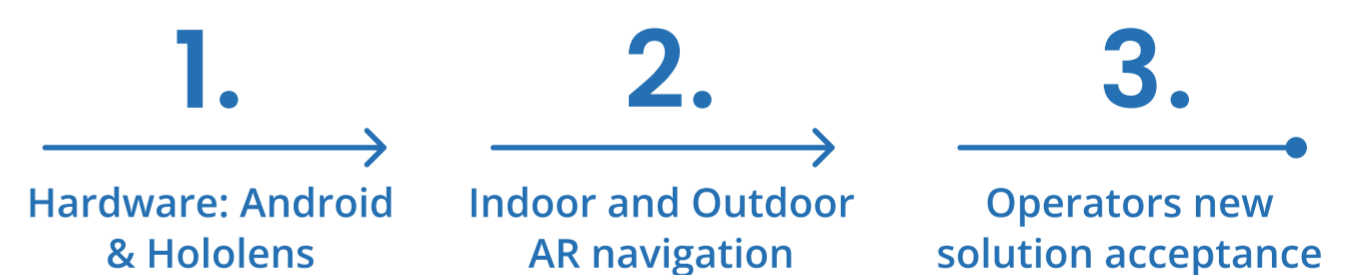
- 1 Slow response: equipment damage
- 2 Operators' safety compromised
- 3 No solid continuous improvements

Solution

The main goal was to support the workforce, so they could execute standalone tasks and reduce unnecessary costs and lengthy tasks. This improved Augmented & Connected task force was based on four pillars:

- 1 One platform with a data management system
- 2 Preventive rounds with Augmented Reality (AR) support
- 3 Execution proof and control
- 4 Eliminate bureaucracy

A maintenance platform that centralizes information from multi-site platforms, and a management system to organize and facilitate workers' tasks. The improved process included:



Results



20%

Optimization process time



20X

Faster access to information



100%

Execution control

- Reduction of field experts.
- Higher response time using an alarm system integration.
- Possibility of reducing the resident team.

Next Steps

As a consolidated company, it is key to improve continuously to keep a sustainable lead in the sector. Therefore, **future steps** include:

- 1 Apply the **technology** to other departments.
- 2 Acquire information from other sides of operations.
- 3 Enable access to final customers to acquire direct feedback.



BEFORE

Not enough resources to ensure operations quality

AFTER

Faster response time by implementing an Augmented & Connected team

“With Glartek, we reduced training efforts and guaranteed greater flexibility in assigning maintenance tasks to different employees. At the same time, field employees perform tasks with greater speed and quality and managers can focus on the return generated by the tasks.”

ABOUT US

Glartek, founded in 2017, is a leader in Augmented Reality (AR) solutions for the Manufacturing and Asset Intensive Industries and our mission is to increase the efficiency and safety of operational processes. Our software solutions combine the AR and Internet of Things domains to bring visibility, optimization, and reassurance to field operations. Glartek has offices in Lisbon and Leiria, Portugal, has very large customers such as EDP and Renault, and has raised over €1.5M in venture capital.

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