

EDP uses Glartek's Platform to increase its operators skills for standalone tasks



Background

The concept of **industrial transformation** is quickly expanding across the world. Industry 4.0 is shaping the way production and operations are strategically planned and the way resources are used. According to BGC, some of the main benefits of **Industry 4.0** include:

- 
 Optimization of value chains
- 
 Modify profile of workforces
- 
 Increases productivity up to 30%

In fact, the return on investing in digital transformation can be as high as any innovation launched by a company. As a leader in the utilities sector, EDP is a reference in the Portuguese energy market as a result of its focus on sustainability and digitalization.



As the 3rd largest utility company in Iberia, EDP has 13 million customers for both electricity and gas solutions. The company operates in 14 countries around the world.

Challenge

While providing electricity and gas solutions to almost **13 million customers**, EDP needs to guarantee that the maintenance of all equipment is efficiently executed.

The challenge was: How can we reduce our specialized maintenance teams, and still guarantee the conformity of the equipment and the processes?

Moreover, the **key problem** was decomposed into three different but complementary issues:

- Information was dispersed into three different platforms;
- Complex maintenance and inspection processes;
- Different levels of expertise and knowledge.

Each facility required the allocation of different resident teams and each team had different qualification levels. This led to **high costs** and an **extensive use of resources**. Some of the main impacts included:

- 1 Decreased equipment and service safety
- 2 High costs related to maintenance teams
- 3 Operators had low autonomy

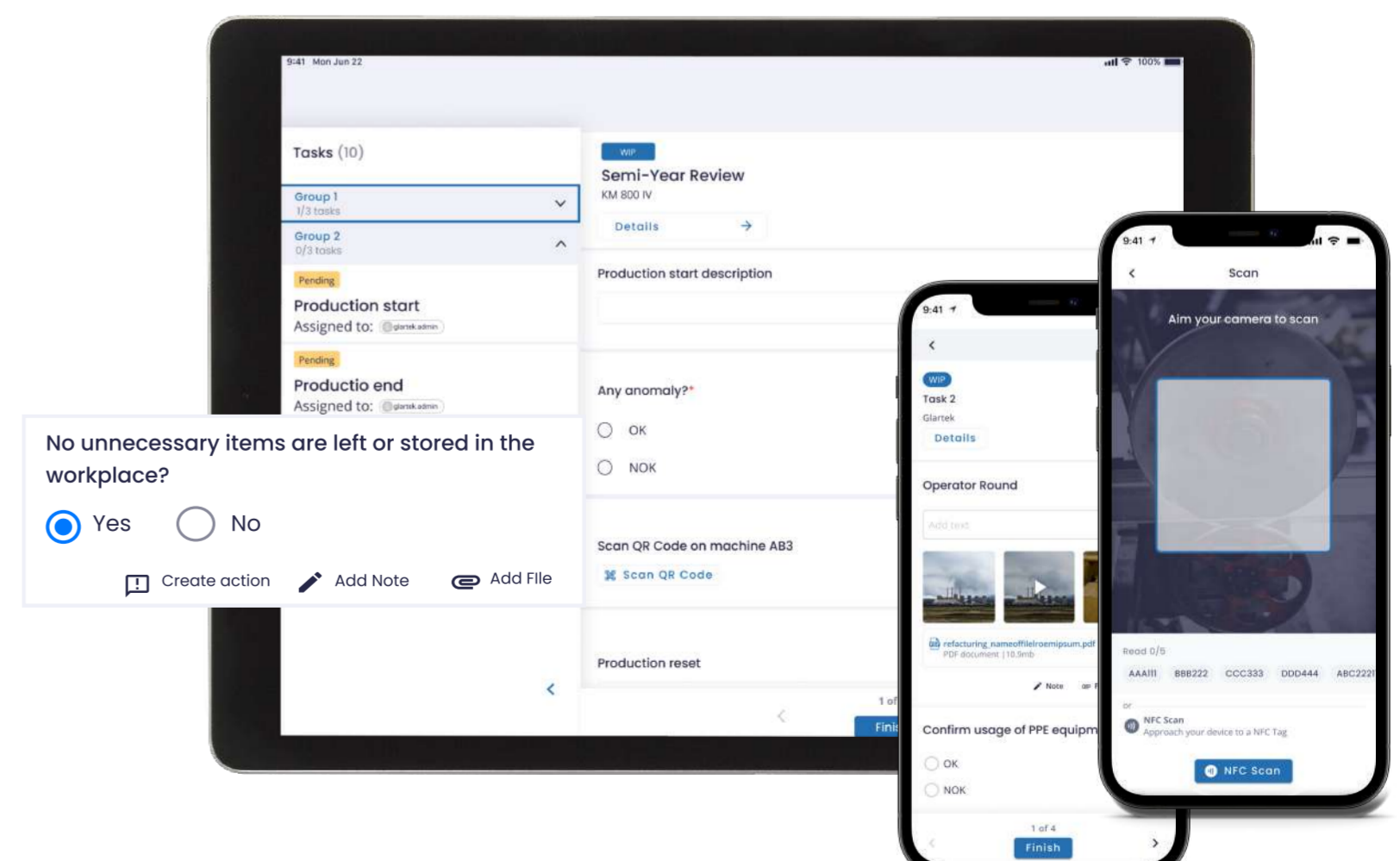
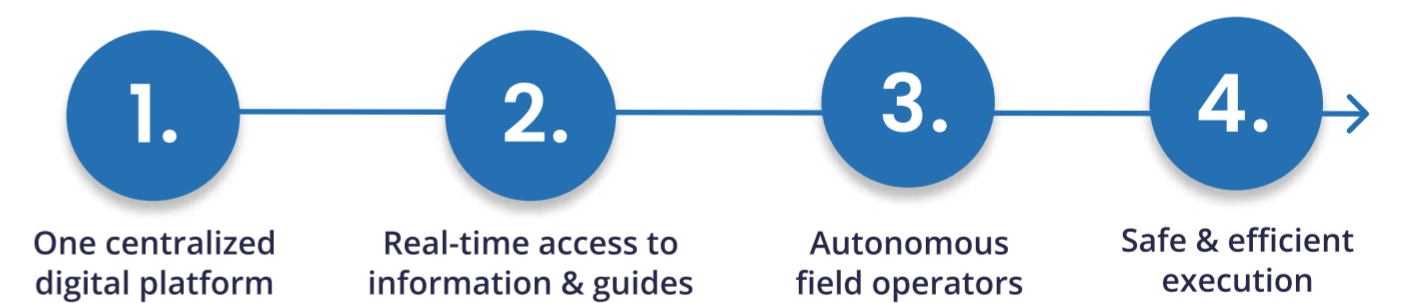
Solution

To reduce maintenance resources, field operators were provided with a powerful tool that can support them during maintenance and inspection processes.

Workers are **connected** and can access **information in real time**, and their **skills are augmented** using AR step-by-step guides. The solution involved four steps:

- 1 Centralize information
- 2 Step-by-step guides
- 3 Reduce maintenance resources
- 4 Contextual training

This was made possible by introducing a management system that centralizes and organizes information from multiple platforms. The improved process can be summarized as follows:



Results



The number of specialist visits decreased



Reduction in execution errors



30x faster access to information

- 1 interface to centralize 3 existing platforms;
- Real-time feedback and control over process execution;
- Increase in process safety;
- Potential reduction of teams, specializations, and training by using Augmented Reality (AR).



Next Steps

As a leader in the energy sector, EDP is focused on continuously improving its procedures. Therefore, future steps include:

- 1 Apply the technology to training procedures;
- 2 Apply the technology to other business areas;
- 3 Use a Visual Remote Assistance solution.

Conclusion

Thanks to Glartek's technology, the Portuguese utilities' leader rapidly improved its results. They were able to ensure fewer errors during maintenance tasks, decrease the new for specialists' support, and ensure that all workers remained safe at all times. Overall, EDP has already deployed its 3rd digitization process with Glartek.

BEFORE

Too many resources dependencies & processes

AFTER

Smaller teams with more efficient tools & improved skills

“Glartek's product, with augmented reality capabilities, allows our field technicians to perform inspections and maintenance processes faster, with fewer errors and at the exact location, while managers have immediate feedback and ensure that tasks are done correctly.”

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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