

CASE STUDY



Eckert & Ziegler



OVERVIEW

It is often considered difficult by companies to be able to deliver service any time, anywhere. Experts that have a lot of know-how are hard to find, and most of the time, are not proportional to the needs presented by customers. **Remote Assistance** allows experts to work side-by-side with front-line workers and clients, to ensure they provide assistance at **any time**.

Visual remote assistance, aka remote assistance in person, is providing companies with a new way to organize their team's work. With an increased amount of work-from-home methods, this new reality has become more powerful as time goes by, and has helped companies increase their productivity by **30%**. It reduces travel by **25%** and guarantees that **every process is executed safely**.

Increase Productivity	Reduce Travel time	Executed Safely

SOLUTION

In summary, the challenges faced by the company meant one thing: the **expert team needs to be centralized**, constantly available to help both customers and junior profiles. Additionally, training sessions of junior profiles must be straight to the point and, the **learning curve must be efficient**.

Therefore, **remote tools** seem to be the easiest way to address these challenges. The best way to carry out such demanding daily operations means remote actions and operations. The company invested in a **Visual Remote Assistance** that would avoid:

- (1) experts having to travel;
- (2) communicate through inefficient document sharing tools.

The **5 steps solution** is presented as follows:

- 1** Providing efficient **Visual Remote Assistance** tools to deploy in both field workers' and clients' devices (mobile, tablet, PC, or smart glasses).
- 2** **The expert team is centralized:** Since experts have now more time available, the new reality becomes a centralized remote team able now able to help anyone at any time, through a remote assistance tool
- 3** **Remote training for the junior profiles:** Training sessions between experts and juniors are more efficient since GlarAssist provided them with accurate guidance during problem-solving.
- 4** **A centralized management policy** allows to have more control and visibility over operations. Time & costs are reduced. And, an mproved decision-makings enabled to optimizing the company's continuous improvement strategy.

Eckert & Ziegler

Eckert & Ziegler is one of the world's largest providers of isotope technology for **medical, scientific, and industrial** use. The company, which counts with multiple subsidiaries, focuses on helping industrial leaders deal with radioactive substances and healthcare. Their goal is to lead the production, exchange, disposal, and storage, of dangerous materials. Thus, it involves a high degree of know-how about dangerous procedures and the potential hazards of dealing with chemical elements.

By performing source tests, supervisor and technical advice, as well as, emergency services, the company has been able to leave its mark on the **industrial market** and counts with a high degree of customer satisfaction.

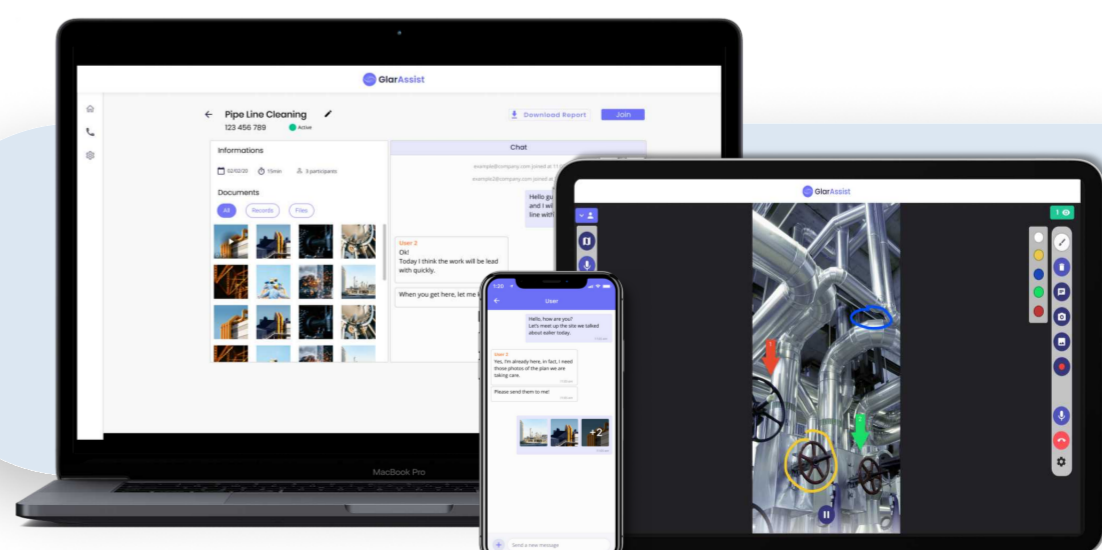


CHALLENGE

Eckert & Ziegler is a **service provider** that has different subsidiaries. **Isotrent**, as one of these subsidiaries, has been challenged with high demand in regards to complex procedures, for only a small team of experts. Therefore, experienced resources are quite limited. Junior roles need to **learn fast** how to perform complex tasks and procedures, for both national, and international customers.

In consequence, a lot of **new challenges** have accumulated for the company:

- 1** **Difficulty to ensure correct support for customers**
Customers are often confronted with unexpected problems, and need support from the provider to reach a resolution.
- 2** **Junior roles are difficult to train since senior experts are often busy**
The high-risk environment, in which the company works, demands highly qualified professionals. However, junior profiles are hard to train in a small team, where most experts are always busy.
- 3** **Complex communication & training between Isotrent and its mother company.**
Isotrent and its mother company are headquartered in two different countries. Consequently, communication, as well as new instructions, training, and other businesses between both companies become complex.



BENEFITS

Customers and junior roles perceived this change in remote work very well. Whereas, for the mother company-subsidary communication, the changes remain slower. Resolution time and costs were dramatically reduced, and customer satisfaction was increased, by being able to answer their needs in real-time, which wasn't possible before.



15%

Productivity increase

Productivity increased 15% due to (1) reduction of unplanned trips and (2) more knowledgeable team, Eckert & Ziegler. Junior profiles started to learn faster, and experts are now able to answer more demands.



50%

Problems reduced

Problems presented by customers or front-lien workers are solved faster and with a high first-time fix rate for new problems.



30%

Customer satisfaction increase

By having more rapidity and quality in problem resolution, as well as customer service.



NEXT STEPS

1.

Any interaction done remotely with the mother company (eg, training, meetings, ...)

2.

Solve facilities problems with the help of the German company to whom the building is rented to.

3.

Spread the tool to other suppliers, to improve interactions along the whole supply chain.

With GlarAssist, we are finally able to keep our most experienced employees centralized, and consequently, our experts are able to solve more customers' requests than before.

Fortunately, both our junior workers and customers are learning how to perform operations they didn't know before, which improved our operational efficiency and results.

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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