



CASE STUDY



OVERVIEW

Visual remote assistance is revolutionizing the way operations are managed in different industries. The technology is adopted by companies that aim to **reduce costs** and **improve productivity**. Companies that use real-time video collaboration products are achieving new efficiency patterns in a low amount of time.

Customers and field workers are **happier** by being able to virtually **work side-by-side** with experts to help anyone needing help, at **any time, anywhere in the world**.

The technology has been widely used in different industries and use cases, for example:



Manufacturing



Utilities



Field Work

- Problems Reporting
- Remote Maintenance Assistance
- Remote Repair Assistance
- Remote Audits
- Knowledge based Processes
- ... and more.

SOLUTION

The solution included a **Visual Remote Assistance** tool so Manvia could centralize its experts' team. With this tool, the company was able to ensure experts would share their know-how and are now able to guide field workers and clients, in real-time, without having to spend time traveling to the site.

1 Provision of efficient Visual Remote Assistance tools to deploy in both field workers' and clients' devices.

2 Hands-free remote Assistance to ensure higher field workers' productivity (Vuzix Smartglasses)

3 The Expert team is centralized enabling real-time assistance to any worker or client in need by the most experienced professionals.

4 Remote guidance from experts to clients and field workers with rich tools (augmented reality annotations, freeze mode, chat, file transfer) that enable real-time and 100% accurate guidance.

5 Full repository backoffice that enables an improved decision-making process to optimize the company's continuous improvement strategy.

MANVIA

Manvia has operated since 1998 intending to take the **Maintenance industry** in Portugal to new excellence reality. As a maintenance reference, the company has been growing at a fast pace..) and employs more than **600 professionals** from different maintenance areas, making their customers' lives more comfortable and profitable.

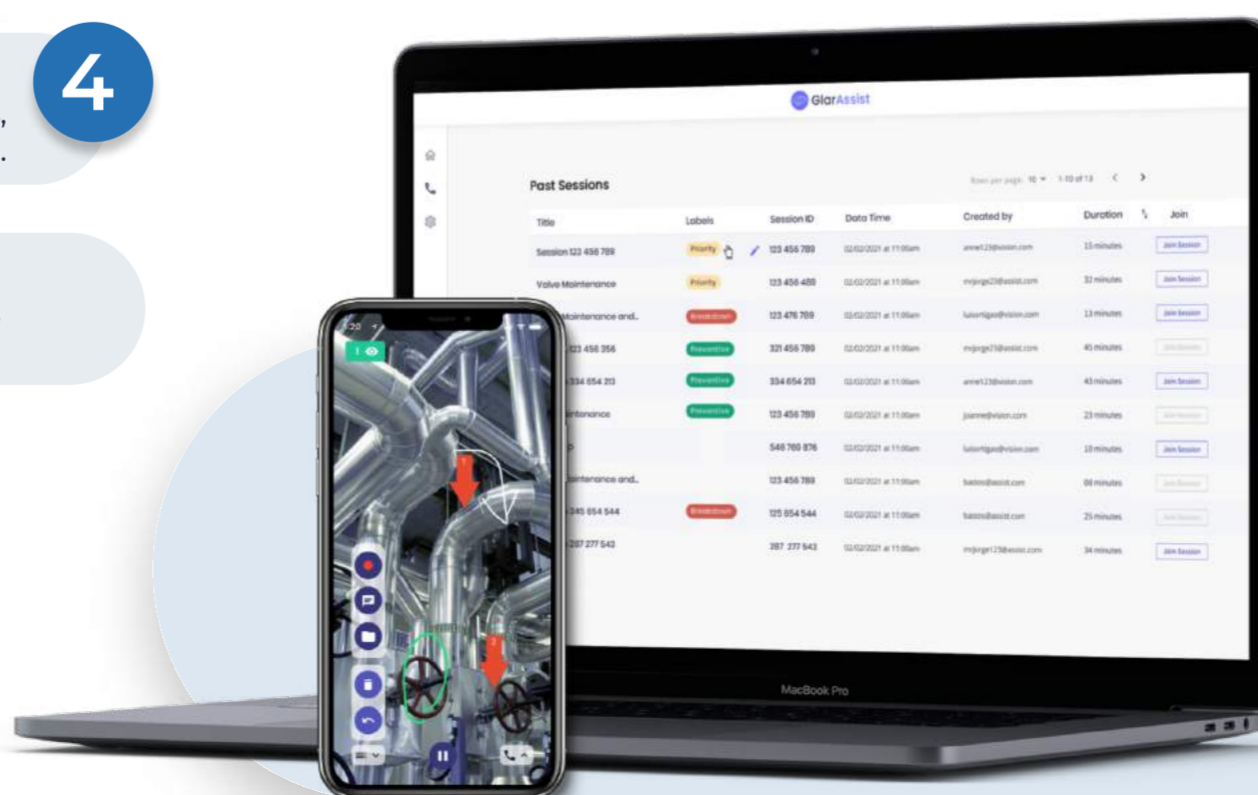
Part of the Mota-Engil group, Manvia is a **certified, dynamic and innovative** company. Manvia has become a national reference with a solid reputation in Portugal, providing maintenance and technical services to its customers. Manvia stands out for its competency and great problem-solving skills.



CHALLENGE

As a maintenance leader, service quality must be ensured. However, in a high turnover environment, keeping knowledge inside the company is often a challenge. This results in a lack of experienced experts and high length problem resolution.

- 1 Poor communication between experts and clients** leading to inefficient workflows and frustrations for the involved stakeholders.
- 2 High travel costs** related to experts travelling to the field to solve problems or execute complex maintenance and technical operations.
- 3 Slow response to clients problems** leading to clients' frustration and inefficient resolution.



BENEFITS

Manvia was able to provide its whole team with a digital tool to facilitate communication among all. Experts and field workers, or clients, are now able to collaborate, guide and support everyone in real-time through a remote session, chat, augmented reality and 2D annotations, file transfer and much more.



25%

Unplanned trips reduced,
reducing costs and improving problem-resolution efficiency



30%

Repeated problems reduced,
due to the Improved decision-making and centralized information in the back office



30%

Problems presented by clients or field workers are solved 30%
faster and with a high first-time fix rate for new problems.



NEXT STEPS

As a national reference, and now, international maintenance actor, Manvia's goal is to ensure they are seen as an efficient leader. Continuous improvement is part of a core strategy of this company, which includes next steps like:

1. Implementation of this technology in all facilities
2. Centralize all the experts' team to be able to provide real-time help nationally and internationally

“With GlarAssist, we managed to ensure a higher degree of work and client satisfaction. Workers can solve clients' problems faster, avoiding downtime or repeated errors. We presently use our experts' time more efficiently, which reduced our operational costs.”

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.



glartek.com



info@glartek.com



linkedin.com/company/glartek/