

VIRTUAL TECHNICIAN

DIGITAL CONNECTIVITY FACILITATES REAL-TIME GLOBAL COLLABORATION

FEATURES

The necessity of social distancing coupled with advancements in communication technology has resulted in a new era of technical support.

The C&W Services Virtual Technician Program equips technicians with a small headset worn with safety gear. The support personnel sees and hears everything the technician is experiencing, walks them through documents via a heads-up-display, and shares schematics and images to help perform maintenance and repair activities. For added precision, digital information can be overlaid in the technician's field of vision, allowing the remote supporter to circle a switch that needs to be reset, for example.



USES

EQUIPMENT/PHYSICAL PLANT

Remote engagement of OEM/SME specialists for equipment maintenance

TOOL ROOM

Audit and quality control of MRO setup

BUILDING COMMISSIONING

Governance, OEM/SME support, Quality Control

PARTS ROOM

Audit and inventory control of parts

MANUFACTURING FACILITY

Remote support of specialized equipment such as robotics

LOBBY

Virtual facility tours

TRAINING ROOM

Hands-on, kinesthetic training