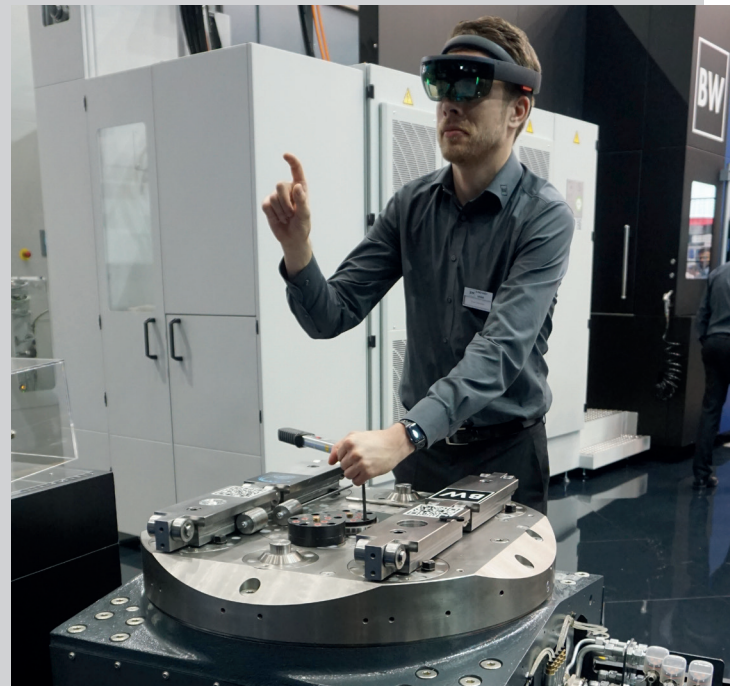


SUCCESS STORY

A very clear credo at BURKHARDT+WEBER: "What we recommend to our customers is what we stand for" – that's why BW first tested the HoloLens mixed reality glasses within their service team during several targeted field service calls. These service call tests convinced us of the value added. Not only the ease of communication between service and office, but also the direct virtual integration of documents at the machine convinced us even more. The typical back and forth between documents and point of repair was a surprising added benefit. BW-View made service assignments much more efficient and improved greatly the economics in terms of time and money spent. A win-win situation for BW and YOU, the machine tool user.

This application using the smart data glasses HoloLens has become a standard product in the service sector in 2019 – BW-VIEW. Smart service featuring the latest technology.



Sven Ständner demonstrates just how easy it is to carry out complex assembly activities with the use of the HoloLens.



BENEFITS



FAST.



PAPERLESS.



DIRECT.



ECONOMICAL.

MORE TIME FOR YOU.

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BW-VIEW

SMART SERVICE

strong.
precise.
customized.

digital.

strong. precise. customized. digital.

FAR AWAY AND YET SO CLOSE – WHEN BIG DISTANCES BECOME VERY SMALL.

APPLICATIONS



BW-VIEW CALL

- + Live stream mixed reality video conferencing session for the reliable troubleshooting of service cases.
- + Virtual markers inserted into the live video display optimize the support.
- + BW technician sees and hears in office what you see and hear at your machine with immediate feedback, resulting to shorter repair times and less downtime.
- + A secure and encrypted direct connection during the BW-view service is safe with no recording.
- + The technician can use both hands to work in parallel to the live video conference while guided by the BW service experts.
- + Live mediation for problem resolutions minimizes language barriers. It eliminates misunderstandings with fewer repeated inquiries.
- + Even more complex tasks are completed by the customer within a BW-VIEW session and without BW field service ever being on site.



FUNCTIONALITY BENEFITS

- + Information is displayed as virtual 3D objects (holograms).
- + Mixed Reality – The real surroundings are visible and recognized.
- + Easy integration into customer's existing WiFi.
- + WiFi connection allows working freely without interference from wires.
- + Hands-free – The user can work with both hands. No additional tablet pc or smartphone is necessary.
- + Intuitive control over gestures and language.
- + HoloLens is usable by multiple users.
- + Fast ROI by reducing travel costs and increasing of machine availability.
- + Effective field service call preparation from BW-View results (such as the tech brings the correct parts with him).



BW-VIEW DOCUMENTS

- + Important machine-specific documents such as data sheets, drawings, assembly instructions or videos can be stored.
- + A QR code is used to identify the machine and the associated documents can be opened as a virtual object.
- + Selectable and scalable virtual objects can be freely arranged in space by gestures or set to automatically follow the gaze.
- + A canned Help Library with knowledge-based troubleshooting instructions – straightforward, on the spot quickly accessible are saving time in problem solving.



BW-VIEW PACKAGE

- + Mixed reality glasses "Microsoft HoloLens 2".
- + Support for set-up and training.
- + Hotline support via "Microsoft HoloLens 2".
- + App software updates.

ONE-TIME INVESTMENT

5,950 €

YEARLY MAINTENANCE FEE

2,950 €



ARE YOU INTERESTED? Please contact the BW Service Centre **+49 7121 315-900** or service@burkhardt-weber.de