

Press release

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Augmented Collaboration: The Future of Machine Maintenance

Remote troubleshooting with digital work instructions from an expert? Maintenance with precise instructions thanks to AR glasses? AI-based training of employees under secure conditions by using simulations? All of this is possible – thanks to the leading 5G network from Sunrise UPC and the mixed reality solutions of visionary start-ups such as OverIT. For the best possible maintenance processes, Sunrise UPC and OverIT are now offering their customers an attractive 5G AR field service kit that can be tested in the Sunrise UPC and Huawei 5G Joint Innovation Center (JIC).

More and more companies are being forced to carry out inspections, maintenance, repairs and training sessions remotely because they are faced with distance-related challenges, mobility restrictions, the need for cooperation, the complexity of the systems, the impossibility of organizing activities and meetings on site, as well as the need to transfer expertise and knowledge.

Innovative start-ups such as **OverIT** with their SPACE1 Augmented Collaboration solution allow industrial companies to make their maintenance processes much more efficient. Integrated sensors report errors to the engineers. AR glasses, which enable 3D projections in the immediate vicinity, make it possible to display offline manuals with checklists for solving problems. If unexpected failures – such as an emergency scenario – should occur, additional manuals can be accessed online. If these are still not sufficient to fix the fault, employees can consult experts by means of a video call.

Cutting costs while training employees

The Unlimited Mobile Workplace eliminates wait times for industrial companies as they are no longer dependent on the in-person availability of experts, which in turn reduces the downtime of the machines. Unplanned downtimes represent the largest cost factor in manufacturing. Minimizing downtime is one of the biggest achievements of Industry 4.0.

The use of solutions such as SPACE1 also helps to solve some of the problems that arise from an increasing shortage of skilled workers. That's because employees don't necessarily have to be specialists in the field – experts are on hand to support them remotely. Processes that use AR glasses also offer another advantage: Employees can learn from real-life situations and, if necessary, record all steps in the process. The collected data is analyzed using artificial intelligence and later made available to other employees so that they can learn from their colleagues' experiences. In addition, AR glasses can help businesses simulate a range of different situations. This allows employees to practice scenarios in a safe environment and prepare for an emergency.

5G AR Field Service Kit

Sunrise UPC and OverIT are working hand in hand to provide customers with the best possible experience. To this end, they are offering an attractive 5G AR field service kit. The bundle consists of cutting-edge AR glasses, a 5G hotspot incl. SIM card for high-performance data transmission and a software license for

SPACE1 from OverIT. The OverIT solution is not only a cross-platform, but also a cross-device solution, so that companies can decide for themselves which device they want to use the solution on.

Experience the future yourself

To give other industrial companies the opportunity to witness the benefits of the Unlimited Mobile Workplace and maintenance supported by AR glasses, OverIT has set up a test environment in the 5G Joint Innovation Center (JIC) run by Sunrise UPC and Huawei. The JIC infrastructure provides the best possible visitor experience. A stable 5G network ensures that collaboration with experts takes place without delays, images are transmitted in high resolution thanks to high bandwidths and participants are guided seamlessly through all processes thanks to low latencies. The Sunrise UPC 5G network is setting [new standards](#).

Information about SPACE1 from OverIT: <https://www.overit.it/en/products/space1/>

Information on smart manufacturing and OverIT:

<https://www.sunrise.ch/business/en/enterprise/industries/smart-manufacturing/stories/overit>

JIC tour: <https://www.sunrise.ch/business/en/enterprise/5g-innovation/book-a-jic-tour>

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