

Press Release

## Telefónica Tech launches remote operation service with augmented reality for industry

- The company is developing, together with TeamViewer, a service that connects experts with technicians in the field to provide real-time remote assistance via smart devices (glasses, phones or tablets).
- Remote operation will enable companies to streamline manufacturing processes by up to 25% and reduce errors by up to 50%, as well as shorten machine downtime and reduce travel costs and carbon footprint.
- The service is also designed to optimise companies' maintenance, repair and overhaul tasks and to digitise logistics and order picking processes.

**Madrid, 8 September 2022.** [Telefónica Tech](#), Telefónica's strategic digital business unit, today announces the launch in Spain of a remote operation service with augmented reality that allows experts to connect remotely with technicians in the field to provide them with real-time assistance through smart devices (glasses, phones or tablets).

Telefónica Tech's new service, developed together with TeamViewer, allows the remote expert to see what the technician sees in the field, through a live video call, and provide the necessary indications to solve the problem on the screen with augmented reality.

With this service, companies will be able to speed up manufacturing processes by up to 25% and reduce errors by up to 50%, as well as increase productivity, shorten machine downtime and reduce travel costs and carbon footprint.

The remote operation service is also designed so that technicians can perform assembly, maintenance, repair and overhaul tasks with augmented reality by virtually viewing step-by-step workflows, manuals and guides with detailed instructions. In this way, inspection and maintenance processes are more efficient because the expert sends the information in real time, minimising interruptions and because the documentation is more accurate by avoiding possible manual errors.

With this service, Telefónica Tech takes another step forward in helping companies to optimise and digitise logistics and order preparation processes. By means of intelligent devices, operators can graphically visualise the instructions necessary to prepare orders (shelf number, location, product images, etc.) and be guided through the process. In this case, the service manages to increase efficiency and productivity by 10% and 15% respectively, and to obtain an almost zero error rate in the order preparation process by reinforcing the reliability and accuracy of the workflows.

Andrés Escribano, Director of New Business and Industry 4.0 at Telefónica Tech, explains: "Industry needs to implement technological solutions that allow them to obtain real-time responses to minimise machine downtime and, consequently, the economic impact of downtime. With this new service, based on augmented reality, the sector will be able to optimise its processes, promote constant training between experts and technicians, and contribute to sustainable development".

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### **About Telefónica Tech**

Telefónica Tech is the leading company in digital transformation. The company offers a wide range of services and integrated technological solutions for Cyber Security, Cloud, IoT, Big Data and Blockchain. For more information, please visit: <https://telefonicatech.com/>

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