



Fieldbus diagnose
CAN **Toolkits** **PROFIBUS** Unified Architecture **OPC** Relevance
Big data
Remote data online
Remote Maintenance

RASTER PRODUCTS

Industriële datacommunicatie

M2Web **SaaS**
Interface cards

Industrie 4.0

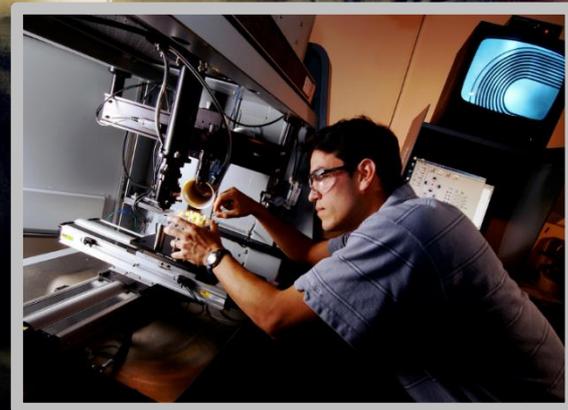
PROFINET
Talk2M

Smart Glasses
eCatcher

IIoT

Cloud Solution
Augmented reality

Maintenance visualization
Thin Client (Management)



Augmented Reality voor de industrie



- AR toepassingen
- AR, VR & MR
- Fieldbit “over the shoulder coaching”
- Xerox Case



Knowledge capture



Mobile app



Hands-free Hardware



SaaS platform



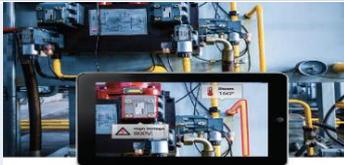




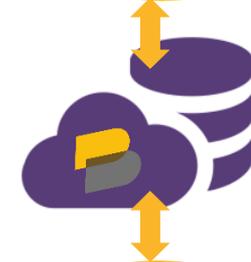


	Augmented Reality	Virtual Reality	Mixed Reality
Definitions	Superimpose digital data on physical objects in a field of view. This digital data and graphics are spatially aligned to physical elements	Superimpose digital data on physical objects in a field of view. This digital data and graphics are spatially aligned to physical elements	Superimpose digital data on physical objects in a field of view. This digital data and graphics are spatially aligned to physical elements
Devices	Smartphones and see-through smart glasses	Oculus, Samsung Gear and similar (blocks vision of the real world)	Only possible with optical see-through smart glasses (e.g., HoloLens, Meta)
Key Technology	Image processing and tracking algorithms, optical see-through displays	Different sensing and tracking technologies	Hologram optics
Target markets	Industrial, field service, medical, tourism	Gaming, entertainment, design	Design, architecture, training, education
Applicability industrial use	Maintenance, service, assembly, on-the-job training	Training, simulators, sales	Training, design

Examples

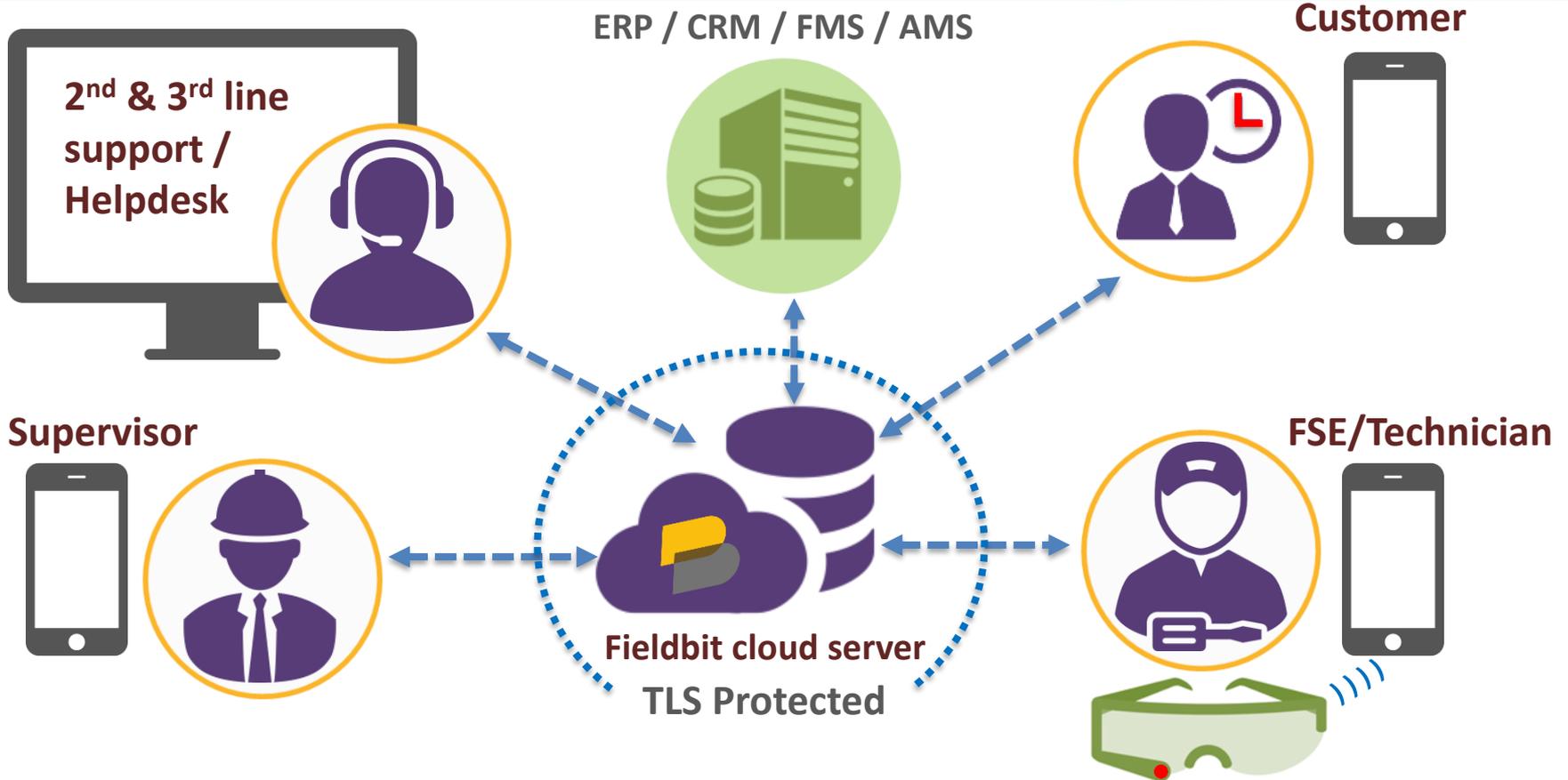


- “Interactive collaboration platform” met on-line Augmented Reality, integrated video, voice en messaging
- Connects engineers, help desk specialisten, technische diensten en operators
- Beschikbaar voor smart glasses, smartphones (Android and iOS) en Web
- Out-of-the-box, SaaS model



Fieldbit
Cloud Server







- Meer dan 50 producenten wereldwijd
- Industriële uitvoeringen beschikbaar
- Fieldbit software is portable naar alle Android-based AR smart glasses



ODG R7



Epson Moverio
BT-300



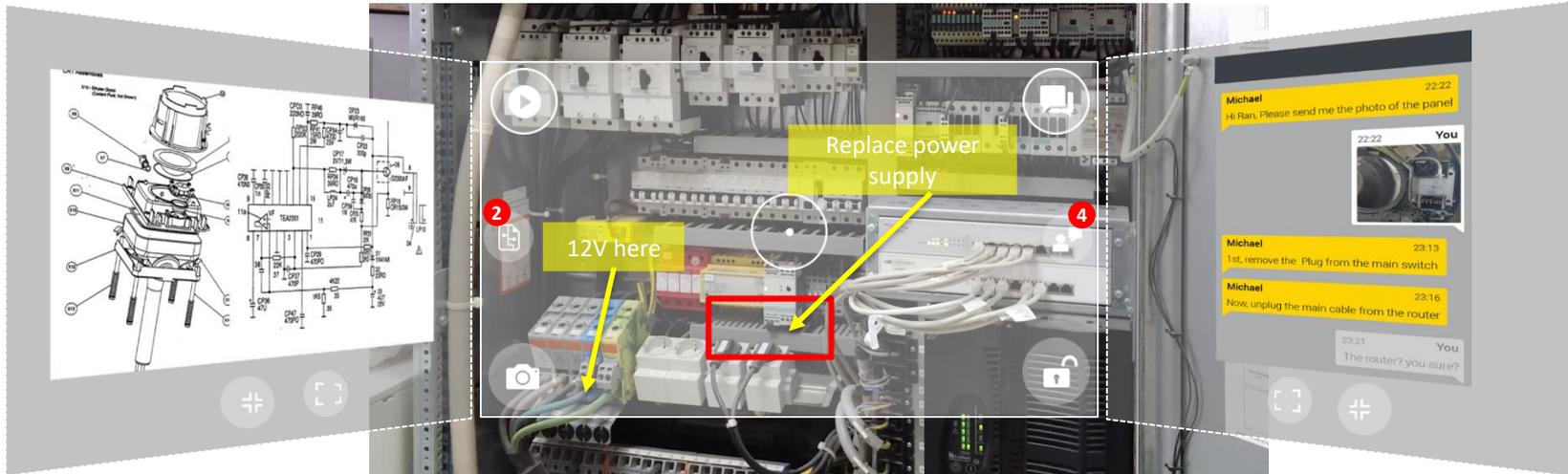
Vuzix M-3000
Q4, 2017

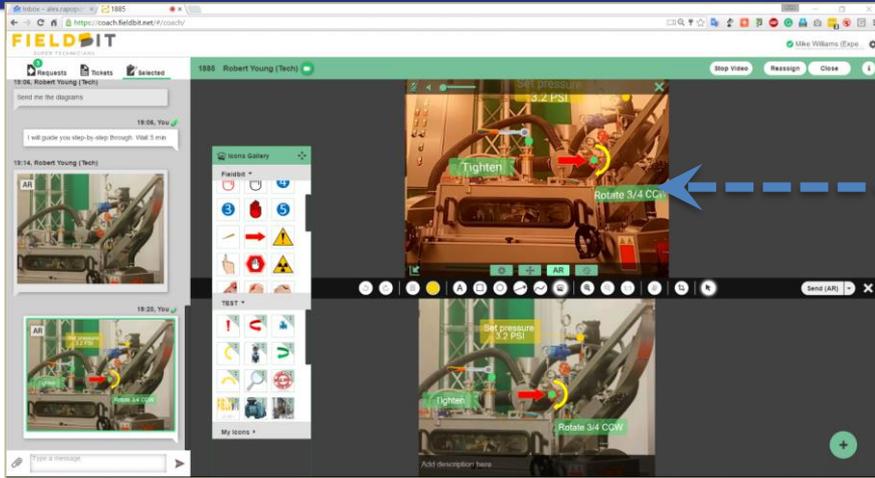


RealWare HMT-1
Q4, 2017



- Hoofdgestuurde bediening
- 360° multi-view displays
- Augmented reality annotations
- Geïntegreerde real-time video en voice





Live video



Remote Site

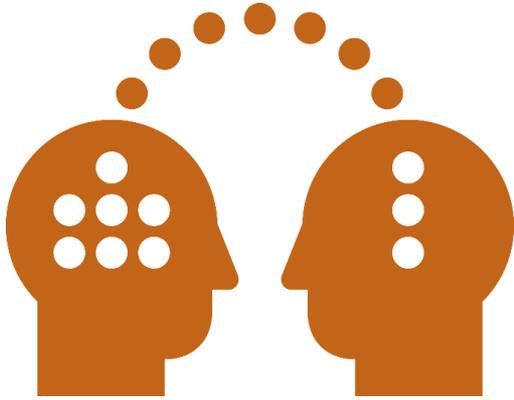


- Direct Augmented Reality instructies geven
- View live video vanuit het veld met AR daarop
- Integrated VoIP
- Mogelijkheid om te optimaliseren voor low bandwidth (mobiel network)

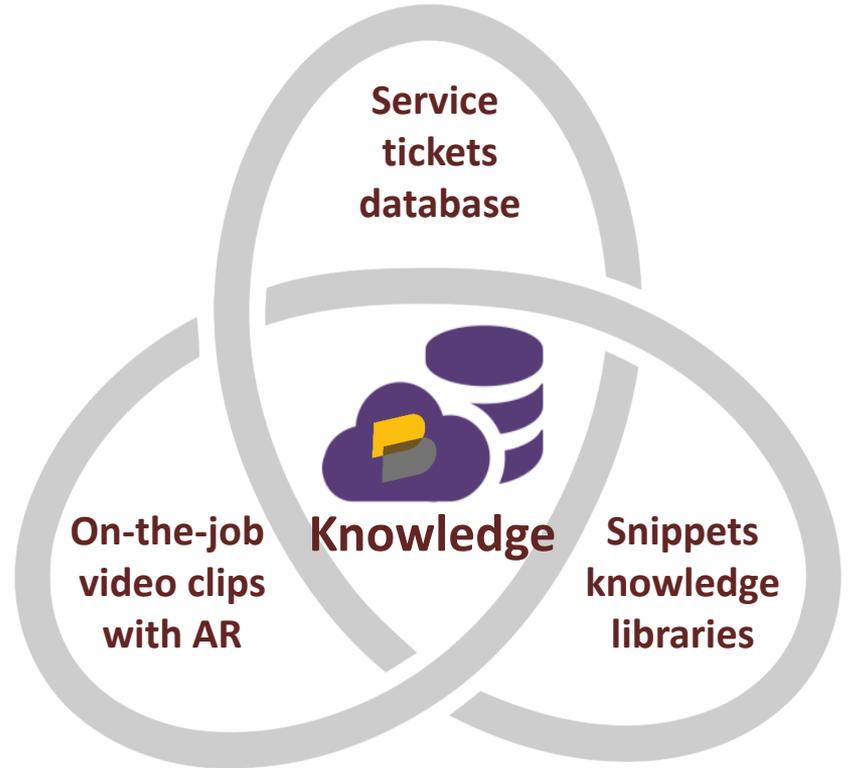
De expert/helpdesk ziet wat er op locatie gebeurt en kan begeleiden en instructies geven.

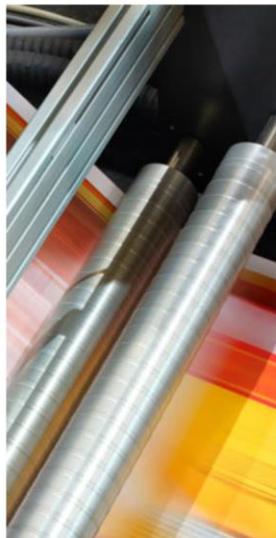


Meer dan interactieve ondersteuning



“Fieldbit enables sharing best practices and knowledge of the most experienced engineers and technicians across the organization”





Printing



Production
Machinery



Medical



Utilities



Industrial

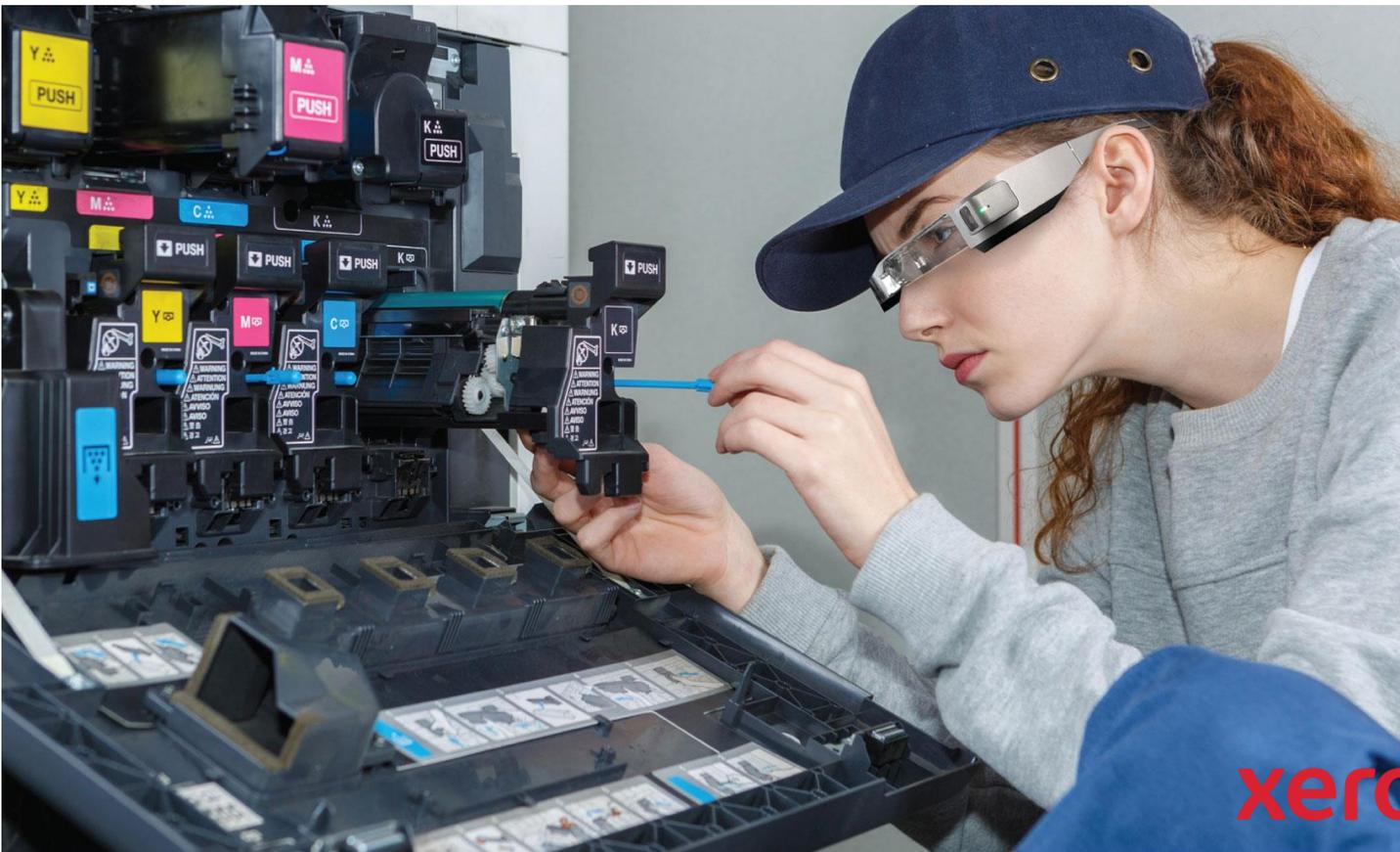


Klanten



Partners

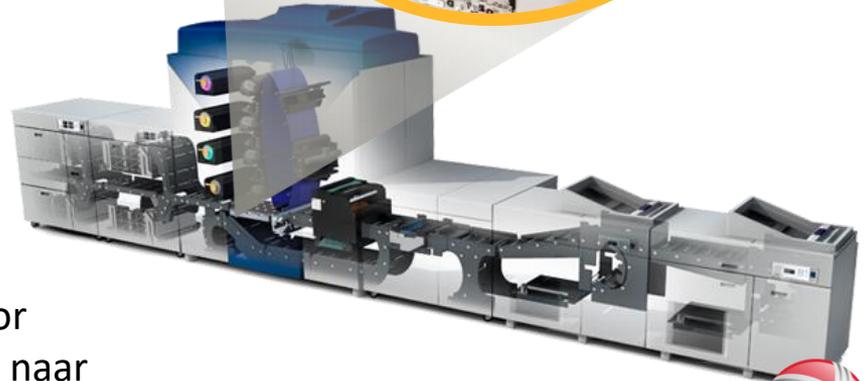




Overview

- High-end digitale persen en kleurenprint systemen
- 77% van de Israelische markt
- Veel klanten hebben service agreements
 - Stilstand is ‘killing’
 - Kwaliteitsgarantie
- Zeer competitieve markt
 - Klant wacht niet
- Groeiend aantal vragen
 - Druk op personeel (experts)

Xerox kon het aantal vragen niet aan. Ook niet door uitbreiding van personeel. Gevolg was dat klanten naar competitie overstapten!





Met Fieldbit

- Nieuwe manier van werken
 - Klanten direct in contact met experts (op de helpdesk)
 - Klant zelf betrokken bij oplossing met de Instant Ticket optie
 - Expert kijkt mee door de smartphone van de klant
 - Expert lost probleem op
 - Alleen als dat niet lukt dan service engineer on site
- Marketing campaign: Winnen nieuwe klanten doordat de service beter is dan competitie
- Fieldbit nu nog alleen voor high-end equipment waar team van 35 FSEs bij betrokken is

Results with Fieldbit

- Remote Resolution Rate increased from 20% to 50%
- Reduction of unnecessary spare parts replacement by customers
- Shorten downtime
- Customer satisfaction increase



FIELDBIT

SUPER TECHNICIANS

**AUGMENTING FIELD
SERVICE**

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