



## Customercase: AWL Techniek

CUSTOMERCASE: MICROSOFT REMOTE ASSIST, AWL TECHNIEK

### TECHNIQUES USED

- ✓ Microsoft Remote Assist
- ✓ Microsoft Teams
- ✓ Microsoft HoloLens 2

### BENEFITS

- ✓ Fast implementation
- ✓ 3D annotations
- ✓ Remote factory acceptance test
- ✓ Saving on travel expenses
- ✓ Seamless implementation with Microsoft products
- ✓ Combining HoloLens 2 for better ergonomics

This solution enables a representative of the customer upon the expertise of an AWL representative. The AWL representative does not need to be on-site; he/she can support the customer from a remote location.

### ABOUT AWL TECHNIEK

As a system integrator, AWL provides added value as a specialist in spot and arc welding and in laser welding. Nowadays, other automation techniques such as glued joints, vision systems, product handling, quality control and traceability are just as important. All disciplines are represented in our organization. At AWL, we focus on the automotive, metalworking and automation industries, where high levels of automation and a high degree of flexibility are essential.

With branches in the Netherlands, the Czech Republic, China, Mexico, the United States and the United Kingdom, we support our customers all over the world. This guarantees our customers' global productivity by means of smart and reliable solutions in the field of high-end automation, robotization and joining techniques.

### REMOTE FACTORY ACCEPTANCE TEST

Some of the machines that AWL delivers to its customers is engineered-to-order. Meaning that these machines are custom made. Therefore, customers of AWL expect delivered machinery to be built exactly as they were designed.

After the production phase, the delivery phase takes place. Before the machinery leaves the factory, a Factory Acceptance Test (FAT) takes place. Normally, this would mean that customers of AWL from across the world would travel to Harderwijk to perform the FAT. After passing all tests, the machinery can leave for transport. Due to recent developments with respect to COVID-19, it is not always possible to travel to Harderwijk, meaning that the delivery of machinery is stalled.

At this point, AWL decided to contact Recreate and look for a solution together. Adapting quickly to new situations is key.

### HOLOLENS AND REMOTE ASSIST

The solution to the problem of AWL is that Recreate offers a Microsoft HoloLens in combination with Microsoft Remote Assist. This solution enables a representative of the customer upon the expertise of an AWL representative. The AWL representative does not need to be on-site; he/she can support the customer from a remote location. The customer uses the Microsoft HoloLens to make a Microsoft Remote Assist call to the AWL representative.

The AWL representative only needs a Microsoft Teams account and a computer. A big advantage of the Microsoft HoloLens compared to a smartphone is that the customer can freely use his hands to perform tasks without also having to hold a smartphone. 3D annotations can be placed in the world of the customer by both the customer and the AWL representative. This ensures that both are on the same page with regard to what is discussed. Original design documents can be shared and viewed in real-time upon request.

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**“With remote assist we are now able to go through the machinery delivery phase remotely”**

AWL TECHNIEK

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### WHAT IS THE RESULT

Due to the time urgency of the matter, Recreate delivered the solution within 14 days starting from the first moment of contact. AWL is now able to go through the machinery delivery phase remotely. In addition, they are now able to act adequately to service requests during the delivery phase. The implementation of Remote Assist can help with cost savings for each organisation in ways such as fewer travel costs for experts, fewer hours needed for inspections, shorter lead time of the process, and lower downtime of machinery.

