

Airport Operations and Remote Maintenance: Do you have the support to solve problems in real time?

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Downtime is not only a nightmare for your airport management but has a domino effect on an entire chain of airport stakeholders, the most important one being the passenger whose flight is delayed or canceled.

Unavailability of a runway or taxiway can be prevented by a wide range of maintenance contracts including normal predictive maintenance, corrective maintenance and extraordinary maintenance.

While many companies offer these types of service contracts, at times you need something more. When a potential issue arises, you need to **act fast and facilitate an intervention in real time** so a small issue doesn't become a major event.



Introducing OCEM Augmented Reality (AR) assisted Remote Services

OCEM AR Services, part of our Operations and Remote Maintenance service portfolio enable real-time monitoring of every situation. Instantaneous collaboration is achieved between the expert/s located remotely with the technician on the field via unique Smart Glasses or Augmented Reality (AR) Glasses. The solution is tailored to resolve customers' problems with minimum time and maximum accuracy while cutting the cost of multiple on-site trips.



How does it work?

- The Field Technician (FT) has immediate and real time access to an OCEM Remote Technical Expert (RTE) via smart and interactive communications - smartphone, tablet, PC-laptop, AR glasses
- Once the FT has started the session by connecting to the OCEM AR service application, s/he can use an **Object Palette**, to collaborate with the RTE. The RTE who has full view of the equipment can draw indications (text, way-finding arrows, symbols) that overlap with the image in real-time



- The RTE guides the FT to the exact points to focus on and how to resolve the problem
- The Augmented Reality mode via AR Glasses allows for hands-free use of the service application



- The FT gets first line support when needed - unique visual insights to the problem at hand (even access to documentation and graphics) without having to return to the office
- The solution provides enhanced support at all crucial phases of the lifecycle of the equipment - during installation and commissioning, for periodic maintenance, for troubleshooting and remote diagnosis, for assisted emergency responses

Benefits

**Real time actions =
Real time results**



Improves equipment uptime and overall efficiency - Extended support capabilities with remote diagnosis and software corrections helps increase first-time fix rate and decrease mean time to repair. It also enables self-service with remote expert guidance improving uptime and overall efficiency.



Reduces operational costs - The airport can make important financial savings due to virtual assistance and faster operational recovery. It also reduces training requirements of in-house airport staff.



Increases user satisfaction - It has a direct positive impact on customer satisfaction due to limited downtime occurrences.

**So, what are you waiting for? Get your Virtual Technical Assistant now!
Contact us for a detailed product data sheet:**

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