

voith.com

VOITH

Interactive online video support OnCall.Video



Our Service –
Part of Your
Business.



Find immediate virtual support whenever needed

In the event of a malfunction or standstill, every minute is precious! Ever experienced a situation where you needed a quick response and a service provider was engaged in another assignment, or the journey to your premises took too long?

A simple and inexpensive method can help sort this out.

What is it?

OnCall.Video is Voith's audiovisual communication system that enables worldwide access to Voith expertise via our web-based video collaboration platform. OnCall.Video offers fast interactive support by local experts or the Voith service specialists at head office in Germany. Help can be provided directly where it is needed – from any location and on any supported device. Information such as images, drawings and sketches can be exchanged quickly and directly using the equipment. This enables the person on site to inspect and analyse a technical issue with the guidance and supervision of a remote expert.

A wide variety of applications

The OnCall.Video can be used by the plant operator for a variety of purposes:

- Troubleshooting (problems during commissioning, operation, parameter setting, damage analysis and repair)
- Maintenance; assembly
- Installation of spare parts and component replacement
- Repairs
- Measurements
- Visual inspections (e.g. retrofit, spare parts condition inspection)
- Visual assessments (e.g. vibration levels in the control room without direct access)
- Training courses

Advantages

+ Provision of expert know-how:

The expertise of a professional can be summoned quickly and reliably (24/7 with a service contract), with the option of requesting additional experts immediately from the central pool if required

+ Faster and better data:

In contrast to communicating by phone or e-mail, immediate interaction and data exchange from the product installation site is possible. This improves the quality of the information exchanged. Good data connection quality can be achieved through amplifiers and the local WLAN network.

+ Increased system availability:

A faster and more accurate initial statement on the cause of the problem and its extent is possible due to the rapid exchange of, in particular, optical information. It is then easier to judge whether plant operation can be continued, and, if so, under what conditions and to what extent.

+ Better work efficiency:

It is only after a qualified assessment that the decision is made as to which expert (for example a service technician, vibration expert) and what equipment (for example tools, spare parts) should be sent to the plant, if any.

+ Reduced costs and time savings:

Depending on the extent of the problem the need to send fitters from service centers to the plant can be eliminated (involving journey time, travel and accommodation costs) if the problem can be fixed under the guidance of the remote expert.

+ Improved HSE:

Equipment components such as a camera and tablet can be securely fastened to a wearer, allowing hands-free operation.

On-site vs. OnCall.Video costs calculation example*

On-site

- Assessment: within 48 hours
- Travel time: 16 hours, at €150 per hour = €2,400
- Travel costs (round trip flight, rental car, etc.): €3,000
- Overnight expenses: 1 night at €100
- Work time: 3 hours at the per diem rate of €200 per hour = €600

OnCall.Video

- **Assessment: within 24 hours**
- **No travel expenses**
- **Time using video collaboration: 3 hours at €200 = €600**

Time saved

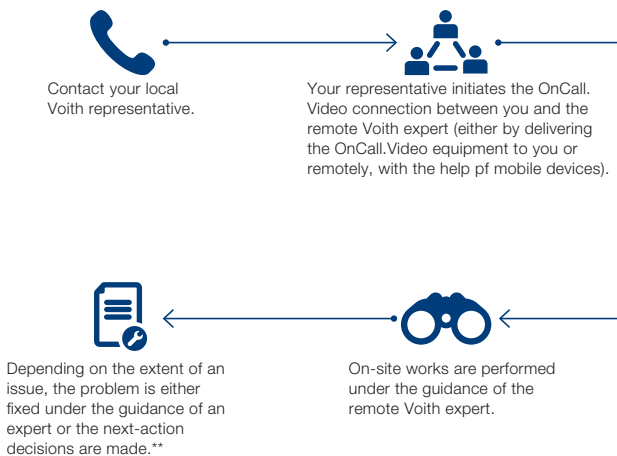
24 hours to the assessment

Reduced cost

€4,500

*This is for illustration purposes only

Workflow



**The standard Voith hourly rate applies

Favorable usage options

The OnCall.Video system is generally used via the Voith regional structure. A local Voith representative can set up the OnCall.Video connection between a plant operator and a remote Voith expert by delivering the OnCall.Video equipment in person to the plant (within 24 hours) or remotely, with the help of mobile devices (a smart phone or tablet)

The customer only pays for the deployment of the remote expert on an hourly basis using the standard Voith hourly rate. This can significantly reduce your travel and accommodation expenses and save your time.

OnCall.Video equipment components

The OnCall.Video is a proven and tested equipment made by renowned manufacturers and consists of:

- a protective helmet with headphones, HD camera and flashlight with laser pointer
- an industrial tablet PC
- a carrying strap for tablet PC



Contact us

For detailed information, including pricing, workflow in practice or a live demonstration at your site, please contact either your regional Voith contact or the central video collaboration specialist:

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