



Virtual technology improves productivity and reduces downtime.

KEEPING IT RUNNING

## GEA Remote Eye Wear

Real-time assistance, anywhere in the world, from online GEA experts

# Providing an array of benefits

It's often said that time is money, and no other industry is under as much pressure as manufacturing businesses to hit deadlines and get the product to the market.

Specifically designed to enhance communication and provide real-time connectivity, the Remote Eye Wear from GEA offers instant on-the-job support and troubleshooting tips from industry experts. From remote machine assessments, inspections and updates to SOP (Standard Operating Procedure) assistance, this cutting-edge technology can reduce response times, save on travel costs and foster improved supplier-partner relationships.

For service engineers and technicians operating in the field, the Remote Eye Wear offers a range of functions, including CHAT, HEAR, SPEAK and even the ability to SEND and/or EDIT pictures. With images projected onto the Remote Eye Wear headset, repairs, process optimization or inspections can be done via an internet connection.

Readable documents and procedures can be sent from the operator or requested from user in the field. Using a

bidirectional flow of information, the Remote Eye Wear can be used to assist customers with technical issues, inspect equipment and help with production start-ups.

## Your benefits at a glance

- Reduce the costs for unforeseen breakdown
- Easy/Fast communication with experts
- Increase the quality of your service personal
- Strengthen the ability of your operators
- Fast support with no physical efforts
- The stream of information works bi-directional
- Production and operator assistance
- Visual inspections
- Maximize production time and reduce operational costs
- Extend equipment life expectations
- Ensure the safety of your staff and motivate them on their daily jobs

*Support your mobile team with live video streaming. Through the Remote Eye Wear smart glasses, the service desk operator can look 'over the shoulder' of the Field Engineer and provide instant assistance.*





Get real-time assistance, anywhere in the world, from online GEA experts. When you are connected with the service desk operator through your Remote Eye Wear glasses, he can look 'over your shoulder' and provide instant assistance.

Once installed, an operator

- will be able to hold a live conversation through the headset and microphone
- will see what the user is seeing through the camera
- can talk and send descriptions via the CHAT function
- can annotate "live" on his desktop with instant projection on the glasses
- can take a high-resolution picture, edit it and send it to the user's headset
- can send full procedures in PDF/Bitmap/JPG format
- can forward the call to experts in the field or colleagues from the office

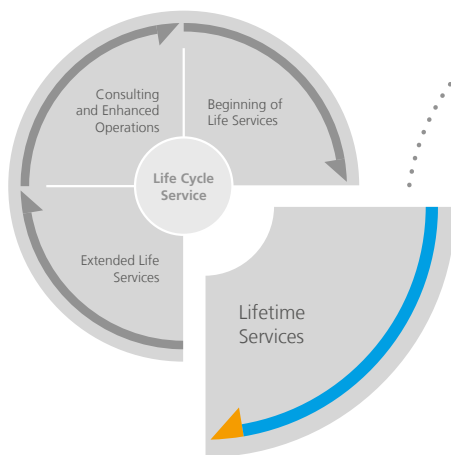
**Scope of supply**

Available during an equipment solution sale or as part of the GEA Service Level Agreement (SLA) framework, the product's scope of supply includes the Remote Eye Wear glasses, a battery charger, use of the registration QR code, a microphone and earplugs, an access point router and full documentation.

A comprehensive range of spare parts and accessories is also available, as are an optional extra battery pack and holder, support service.

For motivated and better trained staff, increased OEE and extended equipment life cycles, talk to GEA today about the future of real-time communication.

**GEA Service – For your continued success**



**GEA REMOTE EYE WEAR**



The cost-efficient way of ensuring safety and reliability

**CORRECTIVE MAINTENANCE**

Fast responsiveness, 100 % efficiency



Remote Eye Wear



## We live our values.

Excellence • Passion • Integrity • Responsibility • GEA-versity

GEA is a global technology company with multi-billion euro sales operations in more than 50 countries. Founded in 1881 the company is one of the largest providers of innovative equipment and process technology. GEA is listed in the STOXX® Europe 600 Index. In addition, the company is included in selected MSCI Global Sustainability Indexes.

### GEA Service

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