



thyssenkrupp

Insights \_ Polysius



# polysius® connect Remote Services – Seeing through the eyes of our experts via data glasses

Remote services can also be used in the cement industry to optimize support and execution of engineering, commissioning and maintenance work from a distance. Plant operators can access the knowledge of the experts from the thyssenkrupp Cement Technologies business unit

worldwide and at any time using polysius® connect. Remote services are not only cost-efficient, they can also significantly reduce plant downtimes. Data glasses developed specially for industrial applications are the communications medium used for remote service. Customers who do not have data glasses can simply use their cellphone or tablet. Numerous projects have been continued and completed successfully in this way despite the coronavirus pandemic, and the technology is also already being used in new projects.

The security and capabilities of polysius® connect Remote Services from thyssenkrupp are winning over more and more customers, with demand remaining high. So there are already numerous examples of successful remote services with customers in the USA, Canada, Guatemala, Mexico, Peru, Thailand, Saudi Arabia, Norway, Turkey, Serbia and Russia. And the list of countries is growing by the week.

“Plant operators can access the knowledge of the experts from the thyssenkrupp Cement Technologies business unit worldwide and at any time using polysius® connect.”

Jennifer Richardt, Product Manager Remote Services

The important thing is that everyone involved has access to the same information at the same time – and that’s where the specially developed industrial data glasses come in. Jennifer Richardt, Product Manager Remote Services: "The data glasses are an important part of our online live support. They include a camera attached to a hard hat, a headset and a monitor. The data glasses transmit sounds and images in both directions in real time and are tailored for use under particularly tough conditions on job sites. This technology gives our customers maximum freedom of movement to carry out all the necessary work."

Not only are the data glasses and the associated software easy to use, they also offer important additional functionality. For example datasheets, technical drawings or checklists can be displayed on the monitor. It is also possible to add markings in the live stream, record videos of the work and save screenshots with annotations. All work documented via the data glasses and software is available immediately to the customer and thyssenkrupp for reference purposes.







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**The bottom line:** The remote services offered by thyssenkrupp stand for digital, cost-effective and secure processes – not only during, but also after the coronavirus pandemic. polysius® connect Remote Services enable experts from thyssenkrupp to work with customers on the same task at the same time. Downtimes and costs can be reduced and all services tailored individually and flexibly to the customer's requirements. We will inform you about further remote services such as polysius® connect Automation and polysius® connect Subcontrol soon.

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