

## Media Release

Voith Group

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### **OnCall.Video: Voith adds new tool for remote video support to its digital service portfolio**

- Fast problem-solving, shorter downtimes and increased productivity thanks to video-assisted communication system
- Access to Voith expertise at any time and from any location
- Attractive pricing for service calls and reduced carbon footprint

**HEIDENHEIM, Germany.** Voith has added a new tool for remote video support to its service portfolio, offering customers access to expert support at any time and from any location. OnCall.Video enables fast problem-solving and cuts downtimes, resulting in improved machine availability and productivity. With this tool, Voith is playing an important role in making processes even more efficient and sustainable through the use of digital solutions.

#### **Video-assisted communication tool for access to expertise at any time and from any location**

Thanks to the audio-visual communication system OnCall.Video, customers worldwide can draw on Voith expertise via an internet-based video collaboration platform at any time and from any location. Using OnCall.Video, the Voith specialist can see in real time exactly what the customer or operator is seeing at the production facility. In addition to recommending action and documentation, important information can be quickly conveyed to staff on site to provide an optimum level of support.

The digital solution is device-independent, so any device can be used for communication purposes. To perform servicing work with the machine still running, the technician can also wear industrial-grade smart data glasses that allow optimum communication with the Voith expert thanks to integrated voice control and active noise cancellation. Moreover, the smart

glasses allow operators to keep their hands free, are splash-proof and dust-tight, and are compatible with the necessary PPE.

## **Wide-ranging applications for improved machine availability and productivity**

“With the help of OnCall.Video, we can quickly analyze mechanical or technological problems and then recommend specific courses of action,” says Patrick Dengel, Manager Remote Solutions at Voith. “In addition to problem analyses, inspections and general service support, the system can also be used to assist with factory acceptance tests and commissioning.”

“Following an emergency in the wet end of our PM 1, the local Voith service team was able to carry out the necessary repairs quickly and professionally with expert support via OnCall.Video,” says Franz Gstettenhofer, Authorized Signatory and Member of the Management Board at Lenzing Papier GmbH in Austria. “This reduced the machine downtime and we were able to restart production shortly afterwards.”

## **Knowledge transfer across locations**

Apart from providing a way to connect quickly with Voith experts, OnCall.Video can also improve knowledge transfer within a company. “This is an option both for our customers, who can then optimally connect their various sites with each other, and for Voith,” says Stefan Endras, Manager Service Solutions at Voith. “Using OnCall.Video, collaboration between specialists across all distances can be accomplished quickly and easily. We have already been able to use the solution successfully for service assignments without the expert in charge having to travel to the relevant site.”

Even when travel options are limited, OnCall.Video provides fast and reliable support to ensure on-time delivery and commissioning.

For more information on OnCall.Video please visit:

[www.voith.com/OnCallVideo](http://www.voith.com/OnCallVideo)

## **About the Voith Group**

The Voith Group is a global technology company. With its broad portfolio of systems, products, services and digital applications, Voith sets standards in the markets of energy, oil & gas, paper, raw materials and transport & automotive. Founded in 1867, the company today has more than 19,000 employees, sales of € 4.3 billion and locations in over 60 countries worldwide and is thus one of the larger family-owned companies in Europe.

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The Group Division Voith Paper is part of the Voith Group. As the full-line supplier to the paper industry, it provides the largest range of technologies, services, components and products on the market and offers paper manufacturers solutions from one single source. The company's continuous stream of innovations takes papermaking to the next level and facilitates resource-conserving production. With its Servolution concept, Voith offers its customers tailored service solutions for all sections of the production process. Voith Papermaking 4.0 ensures that equipment is optimally connected, while the secure use of generated data enables paper manufacturers to improve plant availability and efficiency.

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Page 3 of 3



With the OnCall.Video digital tool for remote video support, Voith is offering its customers access to expertise and fast problem-solving at any time and from any location.

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