Customer Case Study

Boehringer Ingelheim

20
One of the world's 20 leading pharmaceutical companies

52,000
Around 52,000 employees

3
3 business areas: Human pharma, Animal health, and Biopharmaceutical contract manufacturing

Boehringer Ingelheim equips employees worldwide with AMA's remote assistance solution

Boehringer Ingelheim's mission

Improving the **health and quality of life** of **humans** and **animals** is the goal of the research-driven pharmaceutical company Boehringer Ingelheim. The focus in doing so is on diseases for which no satisfactory treatment option exists to date. The company therefore concentrates on **developing innovative therapies** that can extend patients' lives. In animal health, Boehringer Ingelheim stands for advanced prevention.

Challenges

Boehringer Ingelheim's laboratories, manufactures and production plants are located **all over the world**.

However, with the onset of the pandemic, **traveling on-site has become difficult**, if not impossible for the company's experts and collaborators. For this reason, Boehringer Ingelheim started to look for an **AR (Assisted Reality) remote collaboration technology**. The software solution had to be stable and efficient, with **features adapted to field workers** (hands-free, voice-control, good performance under any network conditions), in addition to **secure data sharing**.

Boehringer Ingelheim turned to AMA, since many industry leaders – including the pharmaceutical and health industry, already trust AMA for their daily remote assistance needs.

Various use cases and benefits from XpertEye

1. IT compliance auditing

Boehringer Ingelheim successfully conducted **remote annual IT auditing** in 2020 and 2021 with XpertEye. Audits can now be performed in a **faster and more efficient** manner, while auditors do not have to travel on-site anymore.

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2. Remote (emergency) customer support

In the animal health sector, Boehringer Ingelheim's customers and distributors are using XpertEye to get the company **experts' support**, whenever they need specific information or follow-up on a product, such as a vaccine for instance. Therefore, XpertEye helps Boehringer Ingelheim fulfill its **commitment to all-time customer support**, even during the pandemic, all while **reducing travel costs** and **greenhouse gases emissions**.

3. Troubleshooting

The XpertEye solution is also widely used in Boehringer Ingelheim's factories and laboratories to get **equipment vendors' support**, almost instantly. In case of machine breakdown on a production line for instance, troubleshooting can be very fast. Therefore, AMA's XpertEye also helps Boehringer Ingelheim **optimize its internal know-how**, get **faster troubleshooting**, and **minimize downtime** in case of machinery failures.

🚀 A successful deployment

Boehringer Ingelheim started a piloting phase with XpertEye in 2019 and **has now deployed around 200 XpertEye kits** throughout the company's worldwide locations.

During the deployment phase, AMA's teams, from tech support to commercial and operations, provided close assistance to Boehringer Ingelheim's employees, wherever they were. AMA's teams also gave valuable advice on how to promote and increase XpertEye usage within the company.

Today, XpertEye is fully integrated in Boehringer Ingelheim's daily operations. Their workforce, deskless and global, can now experience the powerful benefits of XpertEye remote assistance solution.

> *To me, AMA is a trustful and reliable business partner.*
> *Their proven and fully secured XpertEye solution enables us to increase our operational efficiency, transfer knowledge and reduce our carbon footprint.*
>
> **Meng Li**, IT Infrastructure Services team at Boehringer Ingelheim.