

Customer Case Study



Solvay relying on AMA's remote assistance for CAPEX projects and Application Development Lab

Solvay, a global leader in Materials, Solutions and Chemicals

Solvay is a science company whose technologies bring benefits to many aspects of daily life. The Group's innovative solutions contribute to safer, cleaner, and more sustainable products found in homes, food and consumer goods, planes, cars, batteries, smart devices, health care applications, water and air purification systems. Founded in 1863, Solvay counts today more than 23,000 employees in 64 countries and ranks among the world's top three companies for the vast majority of its activities.

Remote assistance for CAPEX projects

Challenges

Due to the COVID-19 travel restrictions and different quarantine rules, it was very difficult at the start of the new site construction project for Solvay engineers to go on-site to coordinate and oversee the entire project. It was therefore of utmost importance to use an ergonomic communication solution, ideally suited for frontline workers and supervision.

Solutions

- **Remote assistance on site**

Physical site visits are generally essential for the smooth implementation and running of a new plant construction. To avoid any interruption and ensure the continuity of the project during the COVID period, Solvay adopted the XpertEye solution from AMA to conduct virtual site visits. The use of the XpertEye software provided a good vision of how the construction works were progressing and allowed sharing practical insights simultaneously with people based at the Belgian headquarters and in the Brazilian production plant.

- **Remote safety audit with remote construction & safety experts**

Equipped with the RealWear HMT-1Z1 head-mounted wearables, the Solvay employees were able to share their vision with remote safety experts to ensure that health and safety requirements were met and respected at every stage of the project.

- **Remote technical assistance with remote engineering experts**

Another interesting use case to be developed is the use of smart glasses for remote assistance with engineering experts during pre-commissioning tests. It will allow the local team to have contact with experts based in other countries to help solve an issue quickly on site.



For good project execution, safety audits are critical. It is obviously not the same as if the construction & safety experts were on-site themselves; but without the glasses, this audit wouldn't have been possible to execute.

Sandrine Cossement, Industrial GEC Project Manager and **Augustin Lorent**, Industrial GEC Safety Culture, Digital & Training Manager



Remote assistance for the Application Development Lab

Challenges

The Application Development Lab at Solvay Materials Italy is part of a Lab network (comprising North America, Greater China and Asia Pacific areas) whose mission is bonding the world of Specialty Materials with Solvay's Customers Applications, ensuring a collaborative and open minded environment, providing top-notch labs and expertise to assess the performance of Specialty Materials in the application and accelerating the translation of material properties into value for the end users in markets such as transportation, healthcare, water purification, Semiconductors and Electronic.

Before the COVID-19 period, many customers, researchers, and marketing were hosted on site to see how materials were being used and familiarizing with their properties and transformation techniques. Due to travel restrictions, Solvay Italy was looking for new ways of communicating effectively without the need of being physically present at the site. Solvay Corporate initiated a remote collaboration project based on smart glasses and included Italy from the early stage of this project. Some of the following use cases have been implemented:

Solutions

- **Remote collaboration**

Belgian colleagues were not allowed to travel and assist the trials of injection molding live on site, instead they attended remotely. This allowed them to work with lab technicians on the best conditions to apply in the use of a new product and which parameters to subsequently play with at customers.

- **Virtual tour of the Development Lab with Asian colleagues**

The point of view of the person wearing the smart glasses gives a much better user experience than moving around with a mobile phone. On top of that, for safety and data protection reasons an approved, handsfree solution is often required.

Benefits of XpertEye

- Efficiency & productivity gains: better planning, reduced travelling, avoid site visits in case the production line has a last-minute problem. At steady state, hard savings for around 30k€/year and at least 5t/year of CO2 emissions are expected, on top of efficiency improvements and faster delivery on projects.
- Chat functionality and annotations allow to communicate clearly in a noisy environment
- User friendly, easy to use
- Quick and effective remote troubleshooting and collaboration
- Positive environmental impact

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This new way of working is here to stay.

Stefano Mortara, EMEA Application Development Labs Manager at Solvay

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