

Customer Case Study



55 Manufacturing sites globally
100+ distribution centers worldwide
60,000+ employees
Over 300,000 products

MilliporeSigma & AMA unlock the value of AR for remote audits, quality control, and training

MilliporeSigma's mission

MilliporeSigma is a leading global life science and technology company, with key business units in Healthcare, Life Science, and Electronics.

Science is at the heart of everything MilliporeSigma does, driving the discoveries the company makes and the technologies they create.

MilliporeSigma makes a positive difference to millions of people's lives every day. From advancing gene-editing technologies and discovering unique ways to treat the most challenging diseases to enabling the intelligence of devices – the company is on every front.

Disruptive solutions for unprecedented challenges

MilliporeSigma's interest in Assisted Reality (AR) technologies started long before the COVID-19 pandemic affected global mobility. However, the need for technological solutions increased rapidly as MilliporeSigma faced unprecedented challenges across the entire organization because of this health crisis.

In this context, the Digital Experience organization reviewed several remote collaboration platforms, some of the criteria considered included:

- **Implementation time:** MilliporeSigma needed to act quickly to support the organization and required a partner who could help distribute and implement the technology in no time.
- **Technology suitability:** Operating in a highly regulated environment brings increased scrutiny to the use of technology within manufacturing areas. The software and hardware providers had to meet the company's requirements.
- **Ease of use:** The ability to train MilliporeSigma's employees in person was limited due to travel restrictions. The technology selected had to be intuitive and user-friendly for the employees.

To respond to the needs of various use cases such as virtual audits, remote assistance, and knowledge transfer, AMA's XpertEye Assisted Reality software suite (Lite, Essential, Advanced) was chosen as best suited for MilliporeSigma.

In brief: MilliporeSigma's Benefits with XpertEye

Business benefits

XpertEye has helped to minimize the impact of global COVID-19 restrictions on the MilliporeSigma business, allowing the company to continue to:

- meet regulatory and customer requirements for auditing
- maintain the sales and distribution of critical products
- increase its manufacturing capacity by transferring knowledge between facilities

CSR benefits

- reduce carbon footprint to meet sustainability objectives
- offer a better work-life balance for employees
- reduce travel expenses

XpertEye met MilliporeSigma's expectations of a **professional, easy-to-use** and **secure** solution, enabling the company to communicate with internal and external stakeholders.



1,000+

MilliporeSigma XpertEye users worldwide



60+

new XpertEye users per month on average



180+

XpertEye calls per month on average



Leveraging AR for different use cases

1. Remote audits and quality control

Supplier audits are part of operating in a highly regulated environment. These audits would usually take place in person, during a period of 4 to 5 days. With XpertEye, quality teams can now provide the same level of information to regulatory bodies, but entirely remotely.

MilliporeSigma uses the XpertEye remote collaboration solution to provide customers with a tour of the facility and show them the manufacturing process. The customer can utilize the pointer functionality to highlight to MilliporeSigma particular areas they would like to check. The interface also allows to take pictures and add annotations for further discussion and evidence of compliance.

2. Remote training and knowledge transfer

Due to the pandemic, MilliporeSigma had to expand its manufacturing capacity to meet an extraordinary demand. Manufacturing of products had to be transferred between facilities worldwide but traveling on-site to complete in-person training was very challenging. As MilliporeSigma benefits from a global network of knowledgeable workers and experts, XpertEye was leveraged to facilitate communication between parties, and to exchange expertise.

The pandemic has changed the way to onboard new employees and suppliers, and to support new customers. Usually, MilliporeSigma would walk them through a tour of the facilities, to show how the company operates. Now, this is being done virtually by a person wearing smart glasses and explaining what he sees. This way, MilliporeSigma keeps its commitment to be transparent with its customers and to provide them and employees with valuable information and insights into their processes and facilities.



A strong project follow-up

While making the jump to introduce new technology within a company, educational resources are critical. Although MilliporeSigma's employees and customers are always excited to embrace new technologies, AR smart glasses can be intimidating to people unfamiliar with these tools. That is why AMA accompanied them step by step with this digital transformation.

As part of a strong project follow-up, AMA provided MilliporeSigma with training materials - such as written guides, e-learning, videos, and real-time access to industry experts. This accelerated the adoption of XpertEye by showing users how to utilize it more efficiently.

In return, MilliporeSigma provides regular customer feedback on XpertEye features and capabilities. This continuous feedback loop allows AMA to gain a better understanding of product usage, bugs, new feature suggestions and more. It definitely creates the foundation for a strong longterm win-win partnership.



AMA has been a great partner in helping MilliporeSigma adopt and benefit from Assisted Reality technology. I would recommend them as a partner to anyone looking to start their AR journey.

Jeremy Benedick, Digital Product Experience Manager at MilliporeSigma

