

Customer Case Study

HORIBA TOCADERO



Smart maintenance of wastewater analytics equipment by HORIBA Tocadero

About HORIBA Group

The HORIBA Group provides an extensive array of instruments and systems for applications ranging from automotive R&D, process and environmental monitoring, in-vitro medical diagnostics, semiconductor manufacturing and metrology, to a broad range of scientific R&D and QC measurements.

- Regrouping 50 companies
- Present in 27 countries
- 8,500 employees

HORIBA Tocadero, one of the Group Companies, provides advanced water analytics for industrial and environmental applications.

Challenges

The team wants to ensure that monitoring of the total organic carbon (TOC) content in wastewater can be performed with minimized downtime. Extensive downtime of monitoring instruments may result in unnoticed incidents, causing e.g. the release of untreated wastewater into the environment. The challenge is the efficient maintenance of TOC analyzers with minimal downtime at a reasonable cost.

Solutions

AMA proposed XpertEye Essential, a hand-free, see-what I-see solution for remote maintenance. XpertEye Essential allows a technician to monitor and service a device, system, or instrument remotely. It also favors a holistic smart maintenance approach by facilitating predictive maintenance through which defects can be rectified before an instrument reaches a standstill.

Results

Highly complex machinery and systems can be operated and maintained without extensive training by relying on AR support and guidance. Reducing the local presence of service experts and maintenance crews resulted in tremendous reductions in maintenance costs.

With XpertEye, a service technician can monitor TOC analyzers remotely so that the team can discuss upcoming maintenance and provide application support in advance if necessary.

Smart glasses are supporting colleagues in the field to help them ensure the quality of their services. Dr. Stefan Vosskötter, Key Account Manager at HORIBA Tocadero explains “Since the expert is seeing everything that the service technician is doing, he can give tips, make annotations or provide additional assistance by sending documents on the screen of the smart glasses”.

In addition, smart glasses also assist operators to access and monitor analyzers remotely. Instead of investing time and money in sending a service technician to their customers every time, experts from the service center can respond to queries and assist the operators instantly. «We can be sure that both our clients and colleagues are receiving instant remote support regardless of the location they are based in. It’s a win-win.», says Dr. Vosskötter.



[Watch the video testimonial](#)

Benefits

- Significant reduction in downtime of TOC analyzers
- Up to 5 days of travel savings by not sending service technicians on-site
- Reduced assignment costs
- Advanced remote support for new and existing clients
- Reduced carbon footprint

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We have been using XpertEye solutions for two years now. As a result, maintenance can be performed quickly and efficiently, and instrument uptime has been increased. Furthermore, with the solutions from AMA, we have now the possibility to further expand and improve our internal and external service.

Dr. Stefan Vosskötter, Key Account Manager

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