

# Press Release 33/2018

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## **BOY offers a new Remote Service**

The goal of the optimum machine availability is also a very important issue for the plastics industry. In the digital age, more and more injection moulding machines can be reached online. Another component of this growing network is the online-support for on-site customer service. Mobile video-conferences, smart remote diagnostics and interactive support are the modern buzzwords. With its new BOY Remote Service (BRS) for BOY injection moulding machines, the machine manufacturer, located in Neustadt-Fernthal, is implementing these new requirements worldwide.

Based on data glasses, via a Smartphone and an Internet platform secured by the WebRTC protocol, it is possible to share live images of the customer's machine online with the Service Center in Neustadt-Fernthal. The operator's verbal communication takes place locally with the BOY Service Center via a headset. The experts virtually look over the viewer's shoulder onto the injection moulding machine and thus provide guided customer support.

The elimination of setting problems, direct fault- or damage determination and a fast ordering of the required spare parts are thus reduced to a minimum of time with the Remote Service. The only prerequisite for this immediate assistance on site is the purchase of the necessary equipment. These are data glasses and an annual license fee. BOY has already introduced this system to some of its major customers and will soon be offering the BOY Remote Service.

### **Online-Service possible even without data glasses**

The slightly easier option of the new BOY Remote Service will already be offered by the manufacturer of injection moulding machines with a clamping force of up to 1250 kN at its Fakuma booth 7101 in Hall A7. The solution is based on the use of a standard Smartphone and the customer neither needs data glasses nor has to pay any license fees.

The BOY Service-Center sends a fee-based link to the customer's Smartphone. By means of an encrypted Internet connection (https: \\) the real images of the Smartphone-camera are transferred into the BOY Service Center. Thus, even without a Service Technician, the customer can document problems in the parts production and will receive direct support from a BOY-Hotline specialist by voice output via his own Smartphone.

Depending on the duration, this Online-support will be charged by BOY with predetermined hourly rate. Waiting times until the arrival of the Service Technician, who then starts with his services, can be minimized. Besides that, the deployment of the BOY-employee could just be reduced to troubleshooting or the installation of spare parts if the damage was previously determined online by the customer via the BOY Remote Service (BRS).

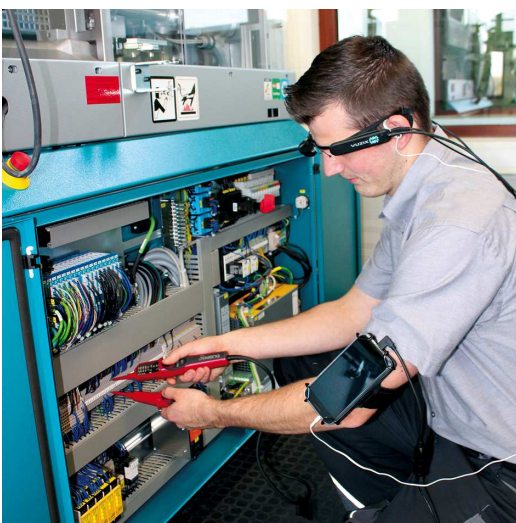


Photo:> The new BOY-Remote-Service