

Leading Pharma Equipment
Manufacturer Uses A.R to transform
On-Site Installation and Commissioning

A global pharmaceutical company leveraged augmented reality to install equipment on-site by utilizing PTC's Vuforia studio to streamline installation effort. In the process, they reduced cost and time involved in installation.

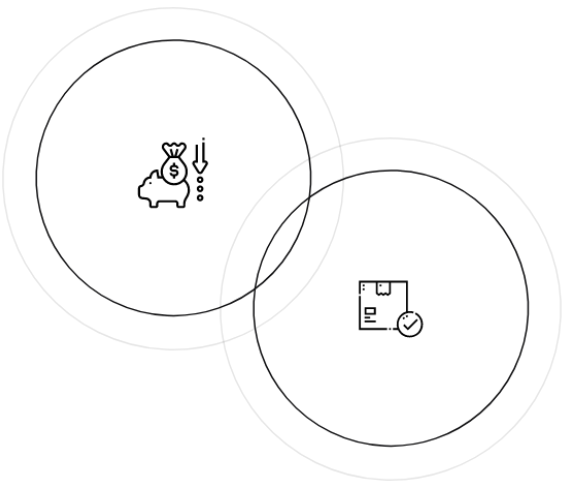
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Challenges

To reduce time and cost for installation of glass reactors, a leading global pharmaceutical company needed to streamline the installation process and eliminate manual instructions.

- To reduce time and cost of installation.
- Using PTC's Vuforia Studio – an augmented expert guidance and training solution – they set up equipment with ease and reduced dependency on manual guidance.
- Reduced errors and installation costs, and improved productivity.



The Manufacturer
An Industry-leading Pharma Equipment Manufacturer

With billions in USD in revenue and thousands of employees, they are one of the world's leading pharmaceutical companies. Every day, their employees strive to set the standard for quality, safety and value in the manufacture of healthcare products across globally diverse markets.



Background
Manual assistance for Equipment Set Up

Pharmaceutical manufacturing is rapidly increasing in complexity. This requires more intricate equipment and the need for effectively setting it up. Setting up of equipments take many man hours and requires expert guidance. Introducing new technology is required to reduce time and dependency.



The Challenge

Technician Error and Installation Time were Biggest Challenges

- Capturing their technical experts' knowledge
- Reducing cost of expert travel and installation
- Reducing time and operator error

Technical experts are in short supply, but their knowledge is in high demand. They are frequently pulled away from their core duties for new installation and for troubleshooting. As part of an industry with a high turnover rate, improving installation time and effort can materially impact factory productivity. The goals are to effectively capture expert knowledge, improve training, reduce operational errors and scrap, and find a better way to improve their installation process.

The Approach

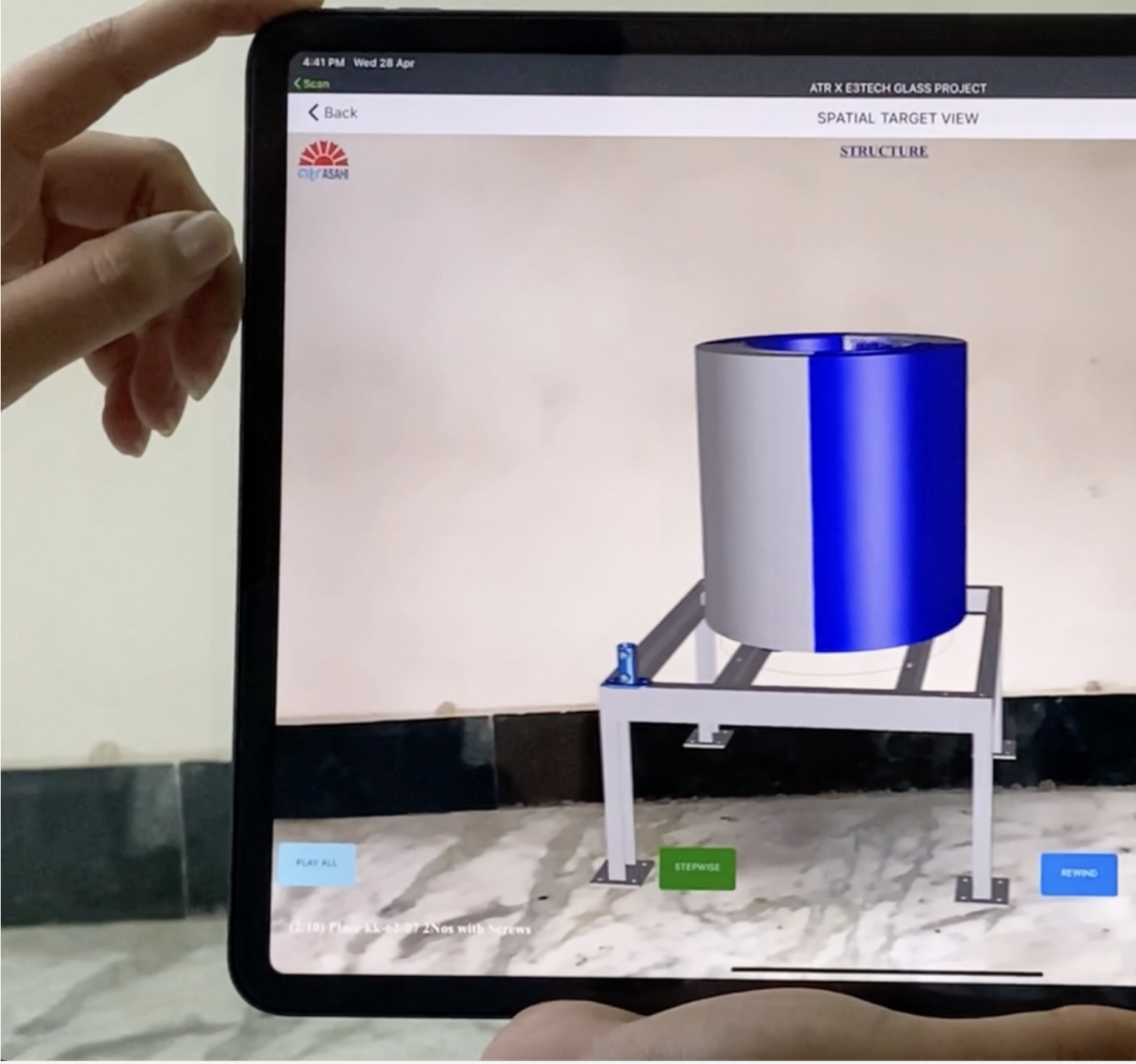
Tested Different Augmented Reality Software Solutions

This global pharmaceutical company started looking for guided instruction-type software, specifically using augmented reality (AR) or assisted reality. They compared a few different vendors, testing each on-site with their workers and innovation team.

Some of the criteria they look at were:

- Does it meet selected user requirements?
- How easy is it to set up and use?
- Does it improve knowledge retention?
- Could they be a partner to co-develop solutions to meet their company needs?

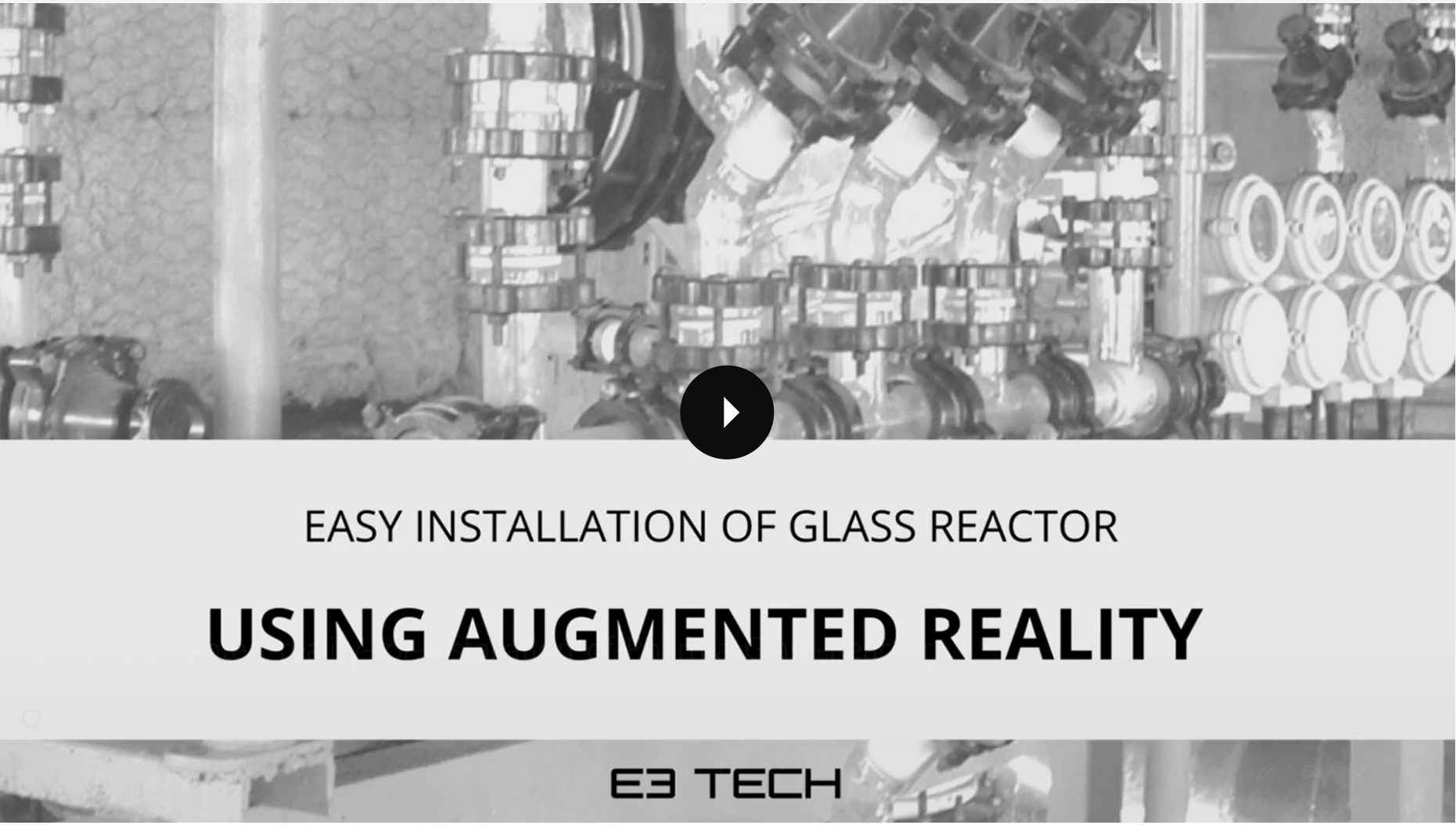
After trying out the different AR solutions, everyone agreed that PTC's Vuforia Studio was by far the best user experience.



The Solution

Vuforia Studio Makes Everyone an Expert Vuforia Studio provides an easy way to extract tacit knowledge from experts and deliver that knowledge in a digestible format to less experienced individuals. The non-expert operator can then perform the exact same steps very quickly, and with the same level of knowledge and output as the expert. Previously, the way they tried to transfer knowledge was not scalable; this solution filled that void.

This when used with PTC's Vuforia Chalk using real time video communications accelerates complex instructions and streamlines enterprise scalability.



EASY INSTALLATION OF GLASS REACTOR
USING AUGMENTED REALITY

E3 TECH