

Paperless inspection at Airbus Helicopters taking digitalization to the next level



Initial situation

Airbus Helicopters Inc. in Dallas, Texas has worked diligently to determine the best way for helicopter assembly and maintenance inspections to be documented. The meticulous documentation, components, and steps are to ensure the safety of both passengers and the public.

When maintaining and overhauling gearboxes for Airbus helicopters, workers were challenged with taking pictures, uploading images to a computer and documenting each step. Furthermore, workers had to use a detailed manual which was time consuming, distracting and cumbersome.

The work day was not ergonomic with workers needing to get up and down throughout the day to complete documentation tasks and could cause workers to lose their train of thought. To increase worker efficiency and to simplify the documentation process without sacrificing quality or safety, Airbus made the decision to work with TeamViewer.



Location
USA



Industry
Aerospace



Use case
Productive use

Business challenges



Airbus needed a way to get work steps, with pictures of parts into the field of vision of the worker hands free. Finding a simpler, streamlined, paperless approach to maintenance inspection of helicopter parts was necessary for improving safety and efficiency. Airbus also needed to have SAP integration, and the ability to take measurements. Besides, Airbus needed a camera that was high resolution in order to take the documentation of dynamic components, at times numbering 300 parts per gearbox.

Finding an application and tool that could do all these tasks in one package was accomplished through introducing Augmented Reality, Wearable Computing in form of Smart Glasses to the inspection process.

TeamViewer Frontline solution

Through utilizing the TeamViewer Frontline solution xInspect in conjunction with the RealWear head mounted device HMT-1 workers are now able to improve their work quality and speed. The voice activation provides a simple to use solution that doesn't distract workers from their tasks. The HMT-1 has the ability for clear documentation, with high resolution as well as a flexible mounting option for the display.

The easy to control voice command photos are then uploaded directly to the computer eliminating the need for manual upload and paper copies. TeamViewer was also able to work seamlessly with their SAP system integrating while remaining highly secure.



Results

By integrating TeamViewer solutions and smart glasses into the assembly process, Airbus Helicopters has shortened the gearbox inspection time by 40%.

The whole work process was streamlined through system integration, and a documentation process that works intuitively, user friendly and paperless. Due to the paperless abilities of using AR solutions, Airbus eradicated all paper work required at the inspection stage. In addition, the SAP integration meant:

- ✓ **100% data reliability**, through the digitized data there can be no manual input errors
- ✓ **40% faster** gearbox inspection
- ✓ **100% paperless**
- ✓ **Zero manual input errors**

Improved user experience and ergonomics for the workers

This new process not only helped improve production but the user experience and ergonomics for the workers. Airbus worked directly with the highly skilled staff to determine their needs and found a solution that they found useful.

By using the turnkey solution, that supports SAP and the hardware they chose, they were able to be self-sufficient and give themselves a competitive edge.

Airbus now paves the way for other aerospace companies to reinvent their maintenance processes by fully digitizing.



About TeamViewer

As a leading global technology company, TeamViewer offers a secure remote connectivity platform to access, control, manage, monitor, and support any device — across platforms — from anywhere. With more than 600,000 customers, TeamViewer is free for private, non-commercial use and has been installed on more than 2.5 billion devices. TeamViewer continuously innovates in the fields of Remote Connectivity, Augmented Reality, Internet of Things, and Digital Customer Engagement, enabling companies from all industries to digitally transform their business-critical processes through seamless connectivity.

Founded in 2005, and headquartered in Göppingen, Germany, TeamViewer is a publicly held company with approximately 1,400 global employees. TeamViewer AG (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX.

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