

PRESS RELEASE

Field Engineers Daikin on the road with innovative augmented reality glasses

How 'Pokémon technology' helps engineers work more efficiently

Deploy technical staff more efficiently with an innovative IT solution: Daikin is doing it. Thanks to augmented reality glasses worn by the engineers, the service desk literally has eyes in the field. Engineers can use these glasses to access databases with error codes and request assistance from the service staff. They can watch live and provide instructions as if they were on site.

Augmented reality (AR) is a technology that adds digital elements to reality as an overlay. These could be Pokémon, for example, via the camera of your smartphone. But they can also be instructions from the Daikin service desk for the on-site engineer. By using the glasses, the engineers are free to use their hands to follow the instructions immediately.

Work more efficiently

Ronald de Feyter, Manager Field Service at Daikin, was involved in the project. "To minimise the time spent with clients and avoid interruption of the work, we were looking for a way to have our field engineers work even more efficiently", he explains. "Our field engineers currently average two visits per day. With more complex failures, they lose a lot of time looking up schematics and troubleshooting information. The contact with the service desk about this is still mainly by phone. It has been proven difficult to describe complex problems with just words. We had to make a change."

Unique collaboration

That is how Daikin ended up with Gem Vision. "Of course, engineers are already able to look at their tablet or use video calls with the service desk", says Mark Smit, director of Gem Vision. "But with a tablet, you always have a view from a different angle and the image is not enriched with data. Moreover, it is not a hands-free solution. Research shows that you work 30 percent more efficiently if you have the instructions within your field of vision. Therefore, glasses were an obvious choice." Gem Vision chose Vizux glasses and built a web-based platform for them. Daikin and Gem Vision met every two weeks during the development. Mark: "That is how we kept Daikin up to date and checked whether the functionality we were building into the platform also matched the wishes of Daikin. We could adjust where necessary".

Lots of functionality

The AR glasses give engineers access to databases in which they can, for instance, look up fault messages. If they need help with something, they can contact the service desk. Mark: "The glasses are clever in the sense that they are able to recognise objects and codes. Thanks to a GPS function, the service desk can see where the engineer is located. And what they see live, the service desk employee can see via the platform on their screen. The engineer can also create photos and videos. These materials are automatically saved. This also makes it easy to fill out a work order: dictate something, possibly add a picture, and you're done".

Training purposes

Daikin is starting a pilot with two pairs of glasses. "First, for a few months, we are going to look at how the AR technology develops in the field", says Ronald. "We expect that this can improve our service even more. First of all, it improves efficiency for our engineers and the service desk, but I also see training opportunities. Junior engineers can learn the work by doing it, with senior supervision at the service desk. And because the glasses can also record, we can use examples from practice for our training programme for installation companies. This is how we keep innovating, and not just in the field of climate control!"

About Daikin Nederland

Daikin is a global market leader in the field of HVAC-R systems and a heating and cooling specialist – whether it concerns indoor climate control in homes, commercial, and industrial spaces, cooling and freezing products, or cooling and heating processes.

In the Netherlands, Daikin is represented by Daikin Airconditioning Netherlands B.V. (Daikin Nederland), a subsidiary of Daikin Europe N.V. located in Capelle aan den IJssel. Over 90 employees at Daikin Nederland provide optimal service, from your first acquaintance with our products to the aftercare of your heating, cooling, or freezing system.