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VOLLMER launches Visual Support

Biberach an der Riss, 31st March 2020 – The sharpening specialist VOLLMER is offering direct online communication with its help desk in the form of its new "Visual Support" service. Encrypted video and audio channels link customers to technicians in real time. Live streaming means that the help desk and on-site team share the same view of the mechanical and electrical areas of a grinding or erosion machine. The addition of remote access also enables direct access to the machine. This service package makes it possible to identify faults quickly, visually assist with service tasks and reliably respond to application-related questions.

(You can also find the press release with relevant pictures at: https://www.vollmer-group.com/en/company/press/press-releases)

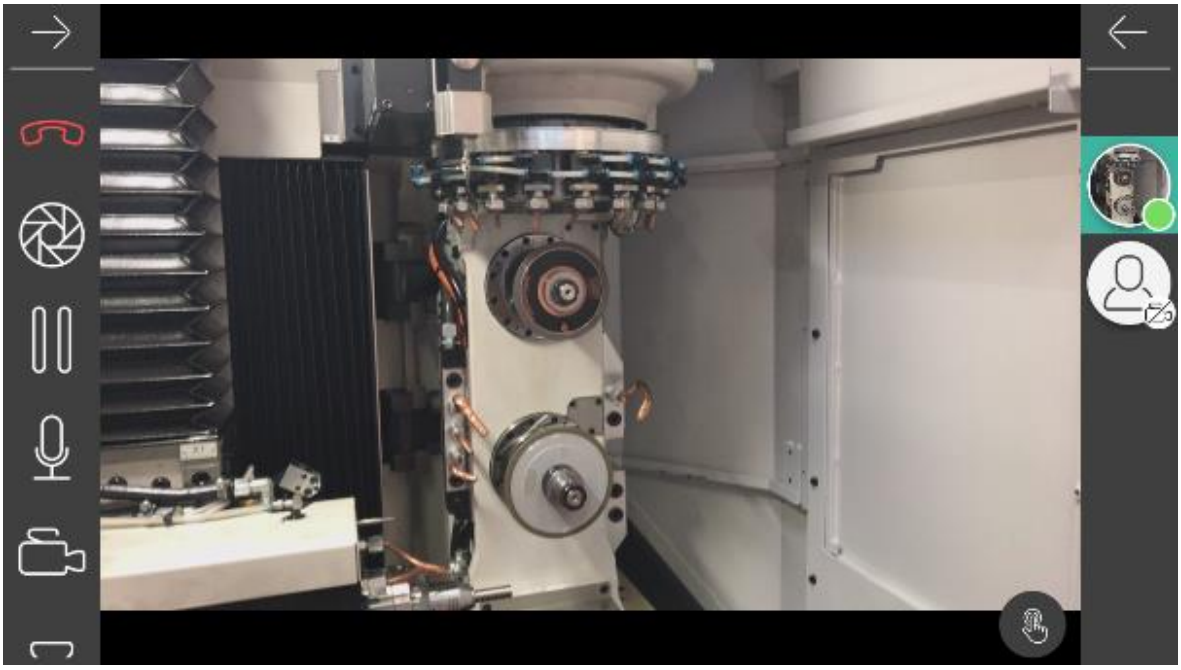
With the new Visual Support, a remote desktop connection or web-based full HD video and audio communication can be established. By using these apps, the VOLLMER help desk has another channel for direct communication with our customers and is therefore expanding its existing options, such as e-mail, phone or personal on-site support.

Visual Support is part of the V@dison initiative, in which VOLLMER is combining its digital solutions for Industry 4.0 and the IoT (Internet of Things). The newly launched live transmission is based on the oculavis SHARE service solution and can be used on mobile devices such as smartphones, tablets or smart glasses. Thanks to live streaming, the VOLLMER expert can be right where they need to be on site and can provide the customer with targeted instructions. Integrated functions such as screen sharing or white board make communication precise and straightforward. The process can be tracked transparently for both parties and multiple participants can be involved if necessary. Since all participants can see the same thing via Visual Support, misunderstandings in communication are reduced, faults are identified quickly and questions are answered more effectively. Ideally, on-site deployments can be reduced. The apps also offer the option for tailored online training sessions, turning customers themselves into experts.

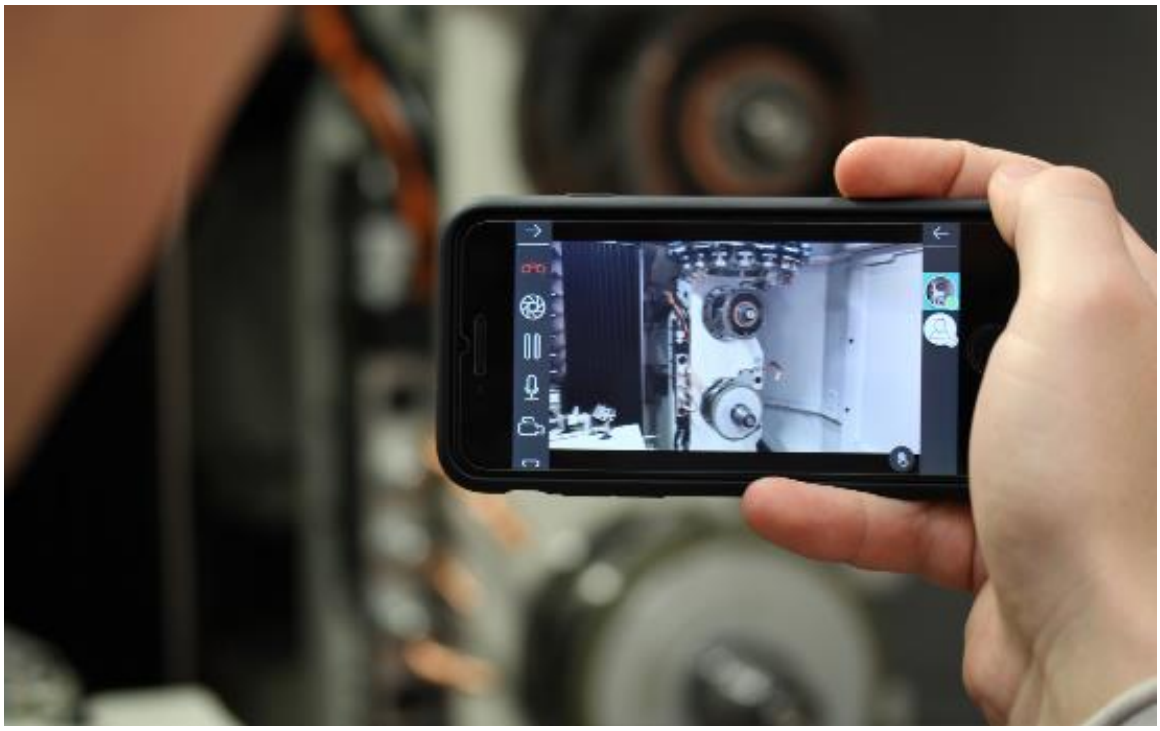
"Visual Support not only saves on travel costs but also reduces waiting times and can be accessed with a simple click," states Dr Stefan Brand, CEO of the VOLLMER Group. "We opted for oculavis, as the app is established on the market as a mature system that has won multiple awards. The solution is not specific to any one manufacturer and, in addition to being installed on smartphones and tablets, can also be used with smart glasses for hands-free working."

(Approx. 2800 characters)

Press images



Caption: The new VOLLMER "Visual Support" service includes the "oculavis SHARE" app, which makes it possible to share the screen with other participants in real time. Thanks to this screen sharing, all participants share the same view of the interior workings of a sharpening machine.



Caption: The "oculavis SHARE" app makes it possible to take live images of a VOLLMER sharpening machine and share them with the VOLLMER help desk and other participants via a smartphone.

About the VOLLMER Group
With its comprehensive range of machinery, the VOLLMER Group – which has sites in Germany, Austria, Great Britain, France, Italy, Poland, Spain, Sweden, the USA, Brazil, Japan, China, South Korea, India and Russia – enjoys global success as a tool machining specialist in terms of both production and service. The technological leader's range of products includes the most advanced grinding, eroding and machining tools for rotary tools and circular saws in the woodworking and metalworking industries, as well as for metal-cutting band saws. In offering this, VOLLMER relies heavily on the company's tradition and its strengths: Local contacts for efficient communication channels, quick decisions and rapid action by a family-run company. The VOLLMER Group currently employs approximately 800 workers worldwide, with around 580 of these at the main headquarters in Biberach alone, including more than 75 trainees. The company invests around eight to ten per cent of its turnover in the research and development of new technologies and products. As a provider of technology and services, the VOLLMER Group is a reliable partner to its customers.

Further information and relevant images are available at:
https://www.vollmer-group.com/en/company/press/press-releases

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