

## HoloMaintenance Link comes to life, artisans get *smart* too

It is result of the collaboration among Würth, Hevolus Innovation and Microsoft Italy, and it allows artisans and small businesses to provide remote assistance for their customers, leveraging Cloud Computing and Augmented/Mixed Reality.

Egna (Bolzano), 20.05.2020 - Würth, a world leader in the distribution of fixing and assembly products and systems, and Hevolus Innovation with Microsoft Italia launch HoloMaintenance Link. The platform allows artisans to interactively manage and remotely solve requests for advice, assistance, and maintenance by leveraging the potential of augmented reality and mixed reality. By clicking on a link received via SMS, email or chat, customers can quickly receive assistance from their craftsman of trust, starting a professional video call with a computer or with any mobile device.

The user experience is fluid and dynamic, and it is based on **real-time collaboration**, eased by visual and vocal support. Through the camera of the device, customers can show the scenario they have to face to the expert, in order to allow him/her to carry out an anamnesis of the issue. Once the cause of the failure or malfunction has been identified, the remote expert can easily guide the client in carrying out the necessary operations, explaining them steps step-by-step. The expert can also share **augmented and mixed reality** models, 3D animations, technical documentation, and use graphic annotations to point at the components to handle.

During the call, the expert can save videos and photos of the support session, which will be stored on a server and will be available for future consultations. At the end of the assistance session, HoloMaintenance Link automatically generates a ticket with the complete call history, including the operations that were carried out in augmented and mixed reality. The call history can then be used to securely populate a **pool of diagnostic data** and integrate it into the **Corporate CRM platform** thanks to **Microsoft Dynamics 365 Field Service**.

To further improve remote operations and offer even more advanced performances, the platform can also be used with the **Microsoft HoloLens 2** holographic headset, allowing remote assistance in complex areas with the aid of mixed reality. By wearing the Microsoft HoloLens 2 headset, the craftsman will be able to visualize and interact with the 3D digital twins of the system components from any point of view and on any scale.

**Würth Italia** has always been focused on customer needs, and it makes innovation available to artisans, even in a critical situation like the one that is affecting Italy today. In this challenging moment, the company chose to find alternative and innovative solutions for customers, to allow them to continue their activities, even remotely.

HoloMaintenance Link is completely based on innovative Microsoft technologies, including the Mixed Reality and Cognitive Services features integrated into the Azure cloud platform, which make it perfectly scalable, multidevice and multiplayer. It enables **the craftsman to work in smart mode, ensuring continuous assistance and reaching end customers wherever they are and at any time.** The platform improves customer service, because the support is provided in a timely and decisive way, and optimizes the workflow and costs of the craftsman because it reduces the expenses for avoidable interventions. By offering an innovative and effective service to customers, HoloMaintenance Link helps artisans to be competitive on the market, even in agile working conditions.

Würth offers the chance to test the technology with a one-month free trial - for more details, please visit <https://www.wuerth.it/holomaintenance/>

### **Würth in Italy**

Würth Srl is on the market since 1963 and it has developed exponentially - today it is the reference partner for 240,000 professionals in the worlds of automotive, craftsmanship, construction and industry. With its three logistics centres in Egna (BZ) - Würth registered office - Crespellano (BO) and Capena (Northern Rome), and with an ever-increasing number of sales outlets throughout Italy (170), Würth is always close to its customers. With more than 3,600 collaborators, 2,500 of which are sales technicians, Würth offers continuous support in terms of reliability, professionalism and competence. In 2019 the company closed the fiscal year with a turnover of 539 million euros, approaching a double-digit growth compared to the previous year. [www.wuerth.it](http://www.wuerth.it)

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### **Hevolus Innovation**

Hevolus Innovation is specialized in the research and development of innovative business models for a phygital customer experience. Hevolus Innovation is Microsoft Worldwide Partner for Mixed Reality, Winner of the 2019 SMAU Innovation Award, Winner of the 2020 Retail Week Awards in the Game Changer category, already appearing in the list of the top ten European suppliers of AR / VR platforms. The company is a leader in the world of disruptive technologies (Mixed Reality, Augmented Reality, Virtual Reality, Artificial Intelligence, Microsoft Dynamics and Cognitive Services), using them to innovate the shopping experience and business strategies in the reference markets. It addresses the whole retail industry and deals with Corporate Open Innovation for the Würth Group, with successful projects for some key sectors of the group, including carpentry, the construction of cruise ships and yachts, wood and manufacturing industry.

[www.hevolus.it](http://www.hevolus.it)

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### **Microsoft**

Founded in 1975, Microsoft is a world leader in software, services and Internet technologies for the management of people and company information. It offers a complete range of products and services to allow everyone to improve the results of their activities through software - at any time, in any place and with any device. Please find more details about Microsoft at <https://www.microsoft.com/it-it/>.

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**Foto.**

**HoloMaintenance Link**



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**HoloMaintenance Link and augmented reality**

Tramite **Holomaintenance**, l'artigiano potrà condividere modelli e animazioni 3D, documentazione tecnica e annotazioni in **realtà aumentata**, il tutto con il supporto di una **chat vocale**.

