

# Service support using Argos

Categories : [Food & Beverage](#), [Measurement, Instrumentation, Control & Automation](#), [Plant Construction, Engineering & Components](#)

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With 2,700 technicians at more than 100 international facilities, Krones is well equipped worldwide to provide fast assistance to beverage producers in terms of maintenance and spare-part replacement or in the event of a complete line standstill. But the coronavirus pandemic has proved a stumbling block for this service set-up: flight cancellations, quarantine regulations or even entry bans are rendering it almost impossible to maintain rapid-response service support when it's necessary. And this in a time when above all the demand for packaged water, but also for healthy beverages is rising perceptibly – and supplies to consumers still have to be assured.

In order to provide its clients with direct assistance, Krones offers a choice of support packages. To complement the existing round-the-clock support via telephone and remote service, Krones has since the end of 2018 already been offering the Argos Augmented Reality Support – and this is in such exceptional times more in demand than ever before. The ingenious bit about it is this: thanks to what are called smart glasses, the operator at the machine receives immediate assistance from a Krones support specialist – without the latter having to do any travelling.

## Realtime support using smart glasses

The biggest advantage here is that if a problem occurs during ongoing production, the service specialist from Krones is thanks to Argos directly on site immediately. Using live video and audio transmission, the Krones expert is in the midst of the line within just a few seconds, enabling him to instruct the operator and to support him directly and unerringly in terms of trouble-shooting or performing urgently needed work, thus bringing production back on line as quickly as possible. If a supporter detects a critical situation, he can visually alert the wearer of the smart glasses.

The Argos basic package includes not only the smart glasses, but also all associated licences. On request, these can be extended to enable the system to be utilised by the beverage producer himself with other vendors of his own. What's more, an option has recently been introduced for using not only the smart glasses provided by Krones, but also self-chosen models or even certain mobile phones and tablets. This enables the service support to be integrated even more effectively into the plant's existing infrastructure.