



Remote Services

As global supplier of customized, complex industrial furnace technology, we know that speed and competence of service are the crucial factors for optimal support. Tenova LOI Thermprocess offers a holistic concept of Remote Services.

REMOTE SERVICES

Holistic concept of Remote Services

CHALLENGE

When the plant is partially or fully installed, speed and competence of remote support are the key factors for optimal support, which requires fast, secure, and efficient communication between on-site and remote experts. Even under additionally challenging conditions like the COVID-19 pandemic, this support must be ensured - not only if a problem occurs during operation, but already during the plant installation and commissioning phase.

LOI'S DIGITAL SOLUTION

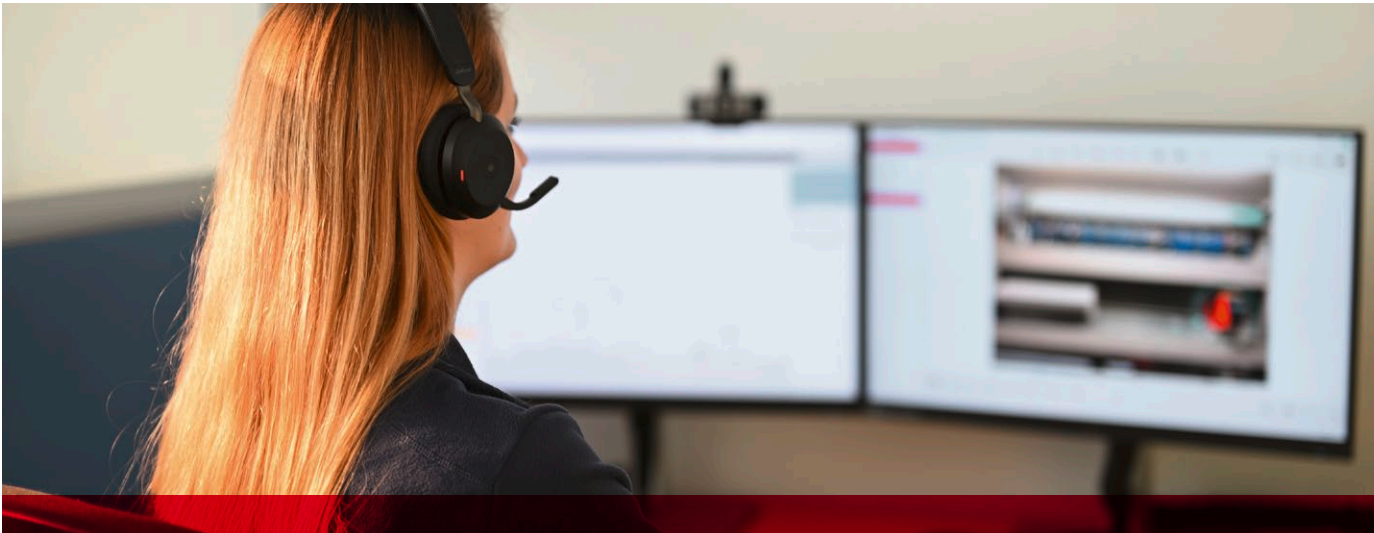
Tenova LOI Thermprocess provides a holistic concept of remote services. Depending on the application or problem to be solved, it is possible to be connected to the plant within remote control via VPN and/or sharing the point of view of the person

on-site via an audio/video system (remote assistance). For remote assistance, Tenova LOI Thermprocess offers its own application called "Tenova adVISOR". This application can be used with common mobile devices or hands-free smart glasses. In contrast to conventional video conference solutions, the virtual viewing tool includes visual annotations and overlays. Thanks to the augmented reality (AR) technology, the efficiency of the expert's assistance is significantly improved. They do not have to rely only on one-dimensional written or verbal descriptions. Live image annotations allow to mark components and instruments, etc. directly. With the help of augmented reality, instructions and data can be projected onto real objects. As a result, the technology puts the data directly into the right context. This enables to assimilate

the information and use it as a basis for action. Remote experts can use other supporting digital systems, such as the Service Information System (LOI-SIS), to provide quick access to specific plant documents.

YOUR ADVANTAGES

- Quick connection to our experts throughout the world
- Intensified (virtual) collaboration
- Fast diagnosis and solution of problems
- Reduce operative delays due to more effective troubleshooting
- Improved plant availability
- Flexible use of various remote service tools
- Immediate support via retrievable hourly quotas
- Remote updates, inspections, training and exchange of knowledge
- Reduced environmental footprint



Sustainable solutions for a green transition of metals



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