CASE STUDY
SUN2000KTL Installation

HUAWEI

Huawei Inverter Installation with AR instructions

"The results we achieved on this project through Inglobe's HyperIndustry were nothing short of amazing. Object recognition on outdoor equipment was something other vendors told us could not be done. Our customers have responded overwhelmingly positive about this experience. I am confident that we will see a sharp decline in installation errors due to this AR experience for post installation checks. Inglobe has really impressed me"

Rhonda Truitt, Director of US R&D Technical Communication Innovation & Best Practices at Huawei

Project Goal

The goal of the project was to assess how HyperIndustry -Inglobe's Augmented Reality platform for Industry 4.0- could improve the installation and maintenance processes of Huawei's SUN2000-KTL product.

Challenges

The project presented a series of technical and organizational challenges to the partners. First, the team members collaborating on the project were located in different regions of the world (US, Europe and China) and all development and testing had to be performed remotely.

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Further, Huawei required that the application rely entirely on 3D Object Tracking. Finally, the solution had to work outdoors, in highly variable climatic and lighting conditions in which the SUN2000 inverters are usually installed.

How HyperIndustry Helped

Compared with the traditional paper-based or digital instructions, one of the most notable benefits related to the installation and maintenance instructions is the technician's immediate understanding of each step in the operation.

The use of Augmented Reality has, in fact, allowed Huawei to make understanding procedures faster and less ambiguous, reducing the cognitive load for the operator. Consequently, the average execution time of the procedures could decrease.

Future Plans

Huawei plans to continue working on Augmented Reality workflows that integrate Technical Documentation, Product Lines and support for Customers and Technicians in the field.

Sample task execution with HyperIndustry

"Developing Augmented Reality Workflows for Information Products with Inglobe's Hyperindustry is easy and straightforward. Thanks to the advanced features of our platform we could deliver quickly and successfully the AR instructions required to meet the challenges of the SUN2000-KTL products"

Graziano Terenzi, CEO at Inglobe Technologies

References

Product website:
hyperindustry.inglobetechnologies.com

Company website:
www.inglobetechnologies.com