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Get the Voith expert
online at your site
**VOCUS Video
Collaboration**



Voith supports you quickly and competently

Especially in the event of a malfunction or standstill, every minute is precious! However, have you already experienced a situation where experts that could have helped you out as a plant operator were currently busy with another assignment and thus not available, or the journey to your premises took too long? A simple and inexpensive method can help sort this out.

What is it?

VOCUS (Voith Customer Service at site) utilizes professional equipment to communicate the situation to a central team of experts via a person on site. Information such as images, drawings and sketches can be exchanged quickly and directly using the equipment. This enables the person on site to receive support or guidance, which can be used for situation analysis or problem solving.

A wide variety of applications

The VOCUS video collaboration equipment can be used by the plant operator for a variety of purposes:

- Troubleshooting (problems during commissioning, parameter setting, during operation, damage analysis and repair)
- Maintenance / assembly
- Installation of spare parts and component replacement
- Repairs
- Measurements
- Visual inspections (e.g. installation situation for retrofitting, condition of spare parts)
- Visual assessments (e.g. vibration levels in the control room without direct access)
- Training courses

Your advantages and benefits with VOCUS

+ Provision of expert know-how:

The expertise of a professional can be summoned quickly and reliably (24/7 with a service contract), with the option of requesting additional experts immediately from the central pool if required

+ Faster and better data:

In contrast to communicating by phone or e-mail, immediate interaction and data exchange from the product installation site is possible. This improves the quality of the information exchanged. Good data connection quality can be achieved through amplifiers and the local WLAN network.

+ Increased system availability:

A faster and more accurate initial statement on the cause of the problem and its extent is possible due to the rapid exchange of, in particular, optical information. It is then easier to judge whether plant operation can be continued, and, if so, under what conditions and to what extent.

+ Better work efficiency:

It is only after a qualified assessment that the decision is made as to which expert (for example a service technician, vibration expert) with what equipment (for example tools, spare parts) should be sent to the plant, if any.

+ Reduced costs and time savings:

It quite often eliminates the need to send fitters from the service centers to the plant (involving journey time, travel and accommodation costs) if the person on site can fix the problem under the guidance of the expert.

+ Improved HSE:

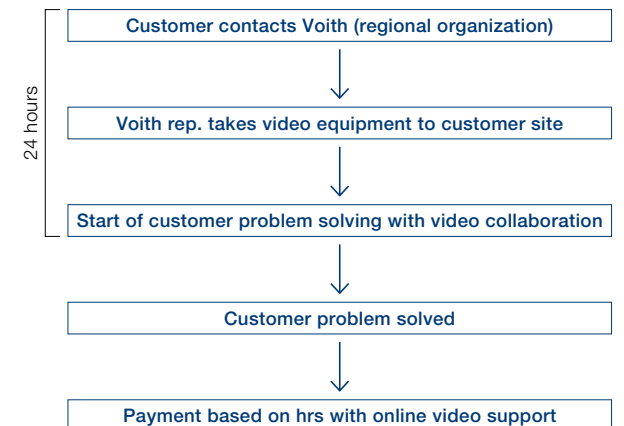
The equipment frees up the wearer's hands to work on the system. Equipment such as camera and tablet are attached to the body and cannot slip unintentionally.

Calculation example*

Previously	Now
<ul style="list-style-type: none">• Assessment: within 48 hours• Travel time: 16 hours, at €150 per hour = €2,400• Travel costs (round trip flight, rental car, etc.): €3,000• Overnight expenses: 1 night at €100• Work time: 3 hours at the per diem rate of €200 per hour = €600	<ul style="list-style-type: none">• Assessment: within 24 hours• No travel time or costs for the experts• Time using video collaboration: 3 hours at €200 = €600
Time saved	24 hours to the assessment
Reduced cost	€4,500

* This is an example and cannot be applied to every case.

Process flow diagram



Favorable usage options

The VOCUS system is generally used via the Voith regional structure. A local/regional Voith employee brings the video collaboration equipment along to the plant operator's premises as quickly as possible (guaranteed 24-hour availability at the customer's site) and acts as the "extended arm" of the expert at Voith's central facility.

The customer only pays for the deployment of the remote expert (a German service engineer) on an hourly basis using the standard Voith hourly rate. Besides the time savings this can save you costs for travel, travel time and accommodation of up to 5,000 Euro per expert operation!

Robust and professional quality

The proven and tested equipment which makes up the VOCUS video system is made by renowned manufacturers and consists of:

- a protective helmet with headphones, HD camera and flashlight with laser pointer
- an industrial tablet PC
- a carrying strap for tablet PC

VOCUS Video Collaboration System



Do you want to profit from VOCUS?

For detailed information, including pricing, workflow in practice or a live demonstration at your site, please contact either your regional sales contact at Voith Turbo Industry Service or the central video collaboration specialist Fabian Korb, Tel. +49 (0)7951 32-519, fabian.korb@voith.com

We would be delighted to demonstrate to you the range of services of VOCUS in reality at your site.

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for Generations