



JoinPad empowers Alstom's train maintenance with cross-platform Augmented Reality Remote Support

Milan, Italy, May 31st, 2018— JoinPad's mission is to simplify complex industrial processes, thanks to Augmented Reality and the most innovative technologies: the collaboration with Alstom is a new important step towards this goal.

In 2016 JoinPad was called by Alstom to help their team improve one of their internal processes. Headquartered in France, Alstom is a world leader in integrated transport system: it develops and markets systems, equipment and services for the transport sector, offering a complete range of solutions for high-speed trains and urban mobility. Alstom's objective is to guarantee support for the entire lifecycle of its products and infrastructures, offering a wide range of services.

Alstom needed to improve communications between their on-field operators and the remote experts providing guidance. Complex operations were accomplished using non-standardized tools to connect the workforce with facilities' control rooms.

JoinPad worked tightly with the Italian team of Alstom Milan's Plant, in Sesto San Giovanni, to help them improve their Remote Support process, that covers the full spectrum of their services. Augmented Reality fits perfectly the need: it has the power to provide the user the most relevant information in real-time and, especially when applied on smart glasses, offers considerable advantages in the field of Remote Assistance.

JoinPad's Smart Assistance was designed to provide to the remote expert the on-field operators' first person view. In addition, experts can place holographic 3D widgets in space, relative to the environment's objects, to give instructions and annotation about workorders and procedures using different functionalities, such as text, image sharing and real-time drawing. The cross-platform solution was delivered as a prototype working on Microsoft HoloLens smart glasses, Android tablets and as web-based application.

"The big challenge was to link information on an object that we couldn't recognize, since we didn't know it yet" said Giuseppe Audino, CTO of JoinPad. "With our Smart Assistance, the information is delivered on a point set directly by the expert on the video shared by the on-field operator. Thanks to proprietary algorithm, the solution works on different platforms, and this is the real advantage".

"Some of the KPI measured in weeks of intensive testing with the customer highlighted a concrete diminution of downtime and costs" added Mauro Rubin, JoinPad's CEO. "But the most significant enhancement occurred in terms of information quality and error reduction. Working with Alstom's team was a great chance for JoinPad to evolve our Smart Assistance tool in a complete enterprise platform, confirming Augmented Reality relevant role in the future of industrial ecosystem".

"JoinPad's Smart Assistance has proved to be an efficient tool for our teams working in services all over our sites. It reduces the margin for error and the time needed to our workforce for troubleshooting. It is a valid skill support and knowledge is shared in real time, allowing fluidity of information" stated Olivier Giacomoni, MD Services, Italy and Switzerland



About JoinPad

JoinPad is an Augmented Reality company focused in enterprise applications, having developed specific software solution for worldwide clients such as Siemens, Alstom, ABB and GE. The company develops and distributes Augmented Reality solutions, including the related consultancy, aimed at simplifying the customer's industrial business processes, providing innovative tools to interact with the environment. With the HQ based in Italy, JoinPad has today business offices located in USA, China and Brazil.

Our Contacts

Marketing & Communication:

Giorgia Sassi

Communication & Marketing Manager

giorgia@joinpad.net

+39 342 1815016

JoinPad USA:

German Rodriguez

Sales Director & Investor Relations

german@joinpad.net

+1 (817) 709-8941