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## Media information



### ILLIG expands virtual service

*Heilbronn, Germany, February 25, 2022 – ILLIG is expanding its customer service program with new virtual tools. Augmented reality (AR) devices and software solutions will be deployed to support customers remotely. The complementary visualization technologies will enable the use of technical maintenance, machine health checks, as well as the execution of a variety of tests in the ILLIG Technology Center (ITC) in real time. Pandemic-related lockdowns and restrictions on global travel have accelerated the acceptance of expanded remote technical customer support. The new virtual services are already successfully in use at ILLIG.*

Factory acceptance tests (FAT) and subsequent machine commissioning at the customer's site are usually carried out with the physical presence of ILLIG technicians and customer staff. ILLIG has offered the possibility to carry out these demanding and complex procedures online for years. Until now, the direct exchange took place via portable devices such as smartphones, tablets, and high-end cameras in real time.

Virtual services will extend and facilitate communication in the commissioning process and will speed up execution of related tasks.

### **AR glasses and accessible software**

With AR technology, ILLIG is expanding its digital service offering with the help of Microsoft HoloLens2. These mixed reality glasses allow the user to display interactive 3D projections in the immediate environment. Adapted to ILLIG's requirements, the glasses can be used, for example, for tests in the ITC with direct transmission to the customer. The customer can actively participate in real time from his location using Microsoft TEAMS via smartphone, tablet or PC. Other applications with this technology include FATs, customer training, and live product presentations.

Additional options for accessible live communication for ad hoc support includes the use of the Inosoft i40 software portal at ILLIG. This web-based real-time support enables simple and fast direct contact with the customer via moving image and sound without the customer having to install any special software.



### **About ILLIG**

ILLIG is a leading global supplier of thermoforming and packaging systems as well as tool systems for cardboard, paper and plastics. The company's product and services portfolio includes the development, design, manufacture, installation and commissioning of complex production lines and components. With its unique approach to packaging development, "Pactivity® 360", ILLIG supplies its customers with resource-friendly and sustainable solutions. Through its subsidiaries and sales agencies, ILLIG is active in all markets around the world. For 75 years, the family business has been serving its customers as a reliable partner for the cost-effective manufacturing of complex precision packaging and parts with innovative technology of unsurpassed quality and comprehensive global service.

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