

# Remote Audit of Elevators in Japan Using Vuzix M400™ Smart Glasses

Fujitec Co., Ltd. ("Fujitec"), the world's largest manufacturer of elevators, escalators, and moving walkways, has commenced a full-scale deployment of Vuzix M400 smart glasses, after conducting proof-of-concept (PoC) studies using smart glasses for several years, to support engineers in the areas of elevator maintenance and training in Japan.

## Challenge

There is a critical need to pass on knowledge and skills to a younger generation of service engineers. Fujitec recognized the challenge of providing optimal elevator and escalator maintenance given the sophistication of their products and the knowledge and maintenance required to service such, as well as dealing with an aging workforce. To combat these challenges, Fujitec turned to Vuzix M400 smart glasses to complete remote audits, hands-free, and offer real-time remote support to junior engineers in the field.

## Why Vuzix M400 smart glasses?

Fujitec conducted a several year proof-of-concept (PoC), evaluating various smart glasses in the market today. Ultimately, they chose to roll out a full deployment of Vuzix M400 smart glasses due to the hands-free nature, ease of use, ability to be worn with a helmet, high quality video streaming, long battery life, and durability in harsh on-site environments.

## Results

➤ Fujitec was able to have its most skilled engineers provide remote support and auditing of installation and service work via video call, thereby **reducing travel costs and time usage**.

**70% time savings** on equipment maintenance and service work using Vuzix M400 smart glasses, allowing them to use the gained time to complete additional work, ahead of schedule, thus increasing productivity rates.

**Allows for early detection** in maintenance issues.

**Increased buy-in from field engineers** due to the ease of use and value add.



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