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Optimize Valuable Time and Resources with **Augmented Reality**

Sysmex maximized instrument uptime and service efficiency with Vuforia Studio.

Sysmex Corporation is a global manufacturer of blood and urinalysis medical equipment, selling to 48 companies in 29 countries.

Sysmex America distributes and supports automated in vitro diagnostic hematology, coagulation and urinalysis analyzers, reagents and information systems for laboratories and healthcare facilities throughout the Western Hemisphere. Their solutions improve lab operations and promote better healthcare and patient management practices.

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THE GOAL:

Sysmex's focus is to help their customers meet the challenges of increasing demands and decreasing resources in the clinical diagnostic field.

As a supplier of high quality and reliable laboratory testing equipment to laboratories in the healthcare market, Sysmex generates 10% of their revenue through service offerings.

Service technicians can use AR to ensure that their equipment is up and running most efficiently. The technicians' time is optimized and not wasted on flipping through paper manuals to try to find a solution to fix a problem or repair a piece of lab equipment.

Sysmex's goal was to find a solution that would allow them to provide a higher level of customer service and more effectively utilize valuable resources.

They aimed to leverage AR technologies to allow their field service group repair equipment faster and solve problems correctly the first time.

THE SOLUTION:

Sysmex partnered with PTC to utilize Augmented Reality to train and guide technicians in the field.

They implemented Vuforia Studio, a visual AR authoring and publishing tool that enabled them to leverage the 3D models from existing CAD packages that they already had to create compelling AR experiences.

Sysmex uses Vuforia Studio to create interactive, step-by-step 3D guided work instructions. Unlike paper manuals, AR experiences built in Vuforia Studio, provide technicians with the most up-to-date information at their fingertips—in real time.

Often, products with multiple layers or doors may obstruct a technician's view and hide important components, hindering their ability to properly complete the repair.

The immersive nature of augmented reality provides technicians with superpowers to see inside the equipment and gain a better understanding of the problem at hand.

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THE RESULTS:

Vuforia Studio's visual drag-and-drop authoring environment made it easy for Sysmex to reuse its existing CAD data to create highly immersive AR experiences, without the need to write code.

Using AR enabled guided work instructions, technicians were able to identify and fix problems faster, reducing their mean time to repair (MTTR) and increasing their first-time fix rate.

The AR experiences Sysmex created with Vuforia Studio, improved equipment uptime and utilization of valuable resources.

Augmented reality has helped Sysmex improve customer satisfaction, drive operational efficiencies and improve training and service processes.

" Just imagine how productive a field engineer could be when they're able to see step-by-step examples of the maintenance activities that they need to perform. "

Steve Postma, Sysmex Enterprise Architect

Explore the Possibilities
Discover for yourself how Augmented Reality can transform your business.
Join the Vuforia Studio Free Trial and start creating today.
Please visit studio.vuforia.com