

Industrial Contractor Solves More than 60% of Service Calls Without Sending Experts to Site

About the Client

Surepoint Group is a premiere industrial contractor specializing in electrical, manufacturing, construction, and instrumentation, among other services. Headquartered in Calgary, Canada, it operates in several sectors including industrial construction, oil and gas, energy, and security.

Alongside the Calgary headquarters, Surepoint operates field locations throughout western Canada and the United States while providing service to client sites spread across an even wider geography. With a diverse set of product and service offerings and a customer-centric approach, Surepoint creates end-to-end solutions for its clients.

The Problem

Surepoint frequently sends field technicians into to remote job sites to complete repairs or to perform tasks. If a technician encounters a problem they don't know how to solve, the technician must contact a subject matter expert located in a field office or at HQ.

Field workers use smartphones to call experts and transfer photos and videos to troubleshoot the issue. Subject matter experts can take several hours to offer a resolution, and at least 20% of issues cannot be diagnosed over the phone. In these cases, the expert then drives or flies to the site to complete the task themselves.

Surepoint reports that it takes an expert between 14-20 hours of travel to reach a job site, resulting in costly equipment downtime and lost productivity. In the manufacturing sector, production downtime can cost tens of thousands of dollars a minute. In the oil and gas industry, that amount can be higher.



The Solution

Surepoint Group has adopted RemoteSpark, a mixed reality remote worker support tool. RemoteSpark allows field workers and subject matter experts to connect seamlessly through a secure and reliable audio-video connection. Experts can make field-of-view annotations, share photos, files, and multi-step animated 3D holograms to troubleshoot and resolve issues in real-time, all the while allowing the worker to remain heads-up and hands-free. Designed for industrial use in remote environments, RemoteSpark performs at bandwidth speeds as low as 128Kbps and is protected with advanced

security architecture. Surepoint equipped their field technicians with RemoteSpark enabled Hololens units, ensuring that they can receive real-time, see-what-I-see support from subject matter experts wherever they are and whenever they need it.

“RemoteSpark is a real differentiator, especially in a traditional area like the oil and gas industry.

- Rod Heitrich,
Director of Technology and Innovation | **Surepoint Group.**



The Results

After six months of using the RemoteSpark system, Surepoint Group reports:



Support Reliability

Surepoint has made more than 300 operational RemoteSpark calls.



Equipment Downtime & Time to Delivery of Service

Every successful RemoteSpark call reduces equipment downtime by an average of **14 - 20 hours**. Using this system, field technicians who encounter issues can **immediately deliver service to clients** with confidence and clarity without having to wait for a SME to arrive on site.



Travel Savings

More than 60% of support issues are resolved without sending a subject matter expert to site.

 **KOGNITIV SPARK**



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