



Increasing the Efficiency of Repairs
and Services at Toyota Germany with

TeamViewer Frontline Remote Support



Initial Situation

Toyota Deutschland GmbH has been based in Germany since 1971, and has since established itself strongly as a brand in the German automotive market. The company's own Toyota and Lexus workshops provide comprehensive services and vehicle repairs for customers.

If a major problem occurs that the local mechanics could not handle on their own, they used to contact the manufacturer with a description of the problem. In addition, the workshop contacts the dealer's technical support department at the German headquarters and asks for assistance. From there, they schedule an appointment to address the problem. An expert is then sent out into the field to get an idea of the situation on site.



Germany



Automotive Industry



Remote Support



Business Challenge

In more complex cases, where an expert is needed to assess and solve vehicle issues, a great deal of time and communication was previously required. The limited number of specialists and their required travel time to the respective workshop made it difficult to find an appointment and led to repair delays. This resulted in longer waiting times for customers without having the vehicle available.

Moreover, this contributed to rising cost factors for Toyota:

- ⊖ Deployment of experts
- ⊖ Travel expenses
- ⊖ Provisioning replacement vehicles for customers

TeamViewer Frontline Solution

With the TeamViewer Frontline remote support solution, mechanics can now contact experts directly through their smart glasses. The camera in the smart glasses captures the exact field of view of the mechanic.

This image is transmitted to the remote expert in real time through a video call. The 1:1 transmission makes it easier for the expert to assess the situation. Problems are thus solved immediately in a collaborative environment, using comprehensive remote support features.

For example, parts of the assembly instructions can be displayed directly in the field of vision of the mechanic on site or instructions can be visually clarified using remote support features. While the expert provides visual guidance through the smart glasses, this allows the technician to work with both hands free to complete the instructions at the same time.



All images: Toyota



20%
Fewer Field Service Visits



Faster
Issue Resolution



Higher
Customer Satisfaction

Results

The TeamViewer Frontline remote support solution increases the efficiency of Toyota's repair and service processes. For example, remote experts can better assess if field service is required and request spare parts in advance, as needed. Through real-time visual assistance, problems are solved immediately with remote expert collaboration in many cases, allowing Toyota to:

- ⊕ Reduce issue resolution time
- ⊕ Eliminate unnecessary travel costs
- ⊕ Minimize costs of loaner cars for customers
- ⊕ Optimize resource planning for personnel
- ⊕ Reduce customer wait times, improving the overall service experience

About TeamViewer

As a leading global technology company, TeamViewer offers a secure remote connectivity platform to access, control, manage, monitor, and support any device – across platforms – from anywhere. With more than 600,000 customers, TeamViewer is free for private, non-commercial use and has been installed on more than 2.5 billion devices. TeamViewer continuously innovates in the fields of Remote Connectivity, Augmented Reality, Internet of Things, and Digital Customer Engagement, enabling companies from all industries to digitally transform their business-critical processes through seamless connectivity. Founded in 2005, and headquartered in Göppingen, Germany, TeamViewer is a publicly held company with approximately 1,400 global employees. TeamViewer AG (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX.

Contact

www.teamviewer.com/support

TeamViewer GmbH
Bahnhofsplatz 2
73033 Göppingen
Germany

☎ +49 (0) 7161 60692 50

TeamViewer US Inc.
5741 Rio Vista Dr
Clearwater, FL 33760
USA

☎ 1 800 638 0253 (Toll-Free)

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www.teamviewer.com