

Instant Expertise Across Industrial Boundaries

How a leading U.S. valve manufacturer used Telepresenz® Smart Ops™ to resolve complex technical issues remotely and reduce travel by over 60%.



90%

Faster troubleshooting through real-time visual collaboration



60%

Reduction in expert travel with virtual support sessions



100%

Traceability of all inspections and audits

Client: Leading U.S. Industrial Valve Manufacturer

Industry: Energy / Power Generation / Defense Manufacturing

Scale: Multi-facility operations across East and West Coasts

Worker Environment: Onsite technicians and assembly engineers performing precision valve manufacturing and testing

IT Environment: Secure private enterprise network with on-premise hosting

Devices: RealWear HMT-1 wearables and mobile devices for on-floor technicians; desktops/laptops for remote experts

The client is a world-renowned manufacturer of high-performance valve systems used in mission-critical power, energy, and defense applications. The organization faced growing operational inefficiencies as its production and engineering teams were split across multiple facilities — with manufacturing and testing taking place on the East Coast, while senior design and QA engineers were based on the West Coast.

Every product inspection, QA audit, or troubleshooting session required expert engineers to travel cross-country, incurring significant time and cost. When technical issues arose unexpectedly on the production floor, progress stalled until remote experts could be reached or travel arrangements made.

Manual documentation further slowed down processes and introduced the risk of incomplete records during audits. The company sought a secure, scalable solution that could provide real-time collaboration between engineers and technicians without disrupting its strict IT security policies.

"We needed a way for experts to see, guide, and verify without having to be there physically — Smart Ops™ made that possible."

Solution: Telepresenz® Smart Ops™ for Digital Inventory Management and Remote Inspections

Telepresenz® partnered with the manufacturer to deploy Smart Ops™ as a secure, real-time collaboration platform connecting engineering experts and on-site technicians across multiple time zones.

Using RealWear HMT-1 wearables and mobile devices, technicians could instantly share live, high-definition video of ongoing work — allowing remote engineers to see exactly what they saw. Through Smart Ops™, experts annotated directly on live video streams, provided verbal guidance, and validated test results in real time, creating a seamless support loop that eliminated delays.

Every interaction — including annotations, audio, and visuals — was automatically logged and archived to create a verifiable audit trail for quality assurance and compliance. This digital record also served as an invaluable training library for future teams.

The solution was deployed on the client's private enterprise network, ensuring full compliance with security and confidentiality requirements. Bandwidth optimization ensured stable, uninterrupted collaboration even in restricted production areas.

Within the first quarter of deployment, expert travel dropped by 60%, issue resolution time improved by 90%, and production throughput increased due to faster decision-making and reduced rework.

"We can now provide expert-level oversight anywhere, anytime — without waiting days for someone to get on a plane."

The implementation of Telepresenz® Smart Ops™ transformed the client's operational and quality processes. Expert oversight became immediate, reducing dependency on physical presence. Collaboration between geographically dispersed teams became fluid, transparent, and auditable.

The company saw measurable gains in efficiency and quality control. Inspections were conducted faster, production errors decreased, and compliance records were readily available during audits. Beyond cost savings, the biggest shift was cultural — teams began to operate as one, regardless of distance.

Key Outcomes:

- 90% faster problem resolution with real-time expert collaboration
- 60% reduction in cross-country travel for engineers
- 100% traceability for QA inspections and reports
- Increased throughput and improved production quality
- Seamless knowledge transfer across teams

"Smart Ops™ turned every service call into a live collaboration hub — our vendors now solve issues together."

About Telepresenz®

Telepresenz® — AI-Powered. Frontline-Focused. Future-Ready. Telepresenz connects inspectors, engineers, and administrators through real-time collaboration and AI-powered operational workflows. With Smart Ops™, aerospace teams gain digital control over inspections, inventory, and compliance — turning complex maintenance programs into seamless, transparent, and efficient operations.