

Revolutionizing Global Quality Assurance and Inspections

How a multinational food and beverage manufacturer eliminated travel, accelerated audits, and maintained continuous compliance across 50+ global facilities using Telepresenz® Smart Ops™.



90%

Reduction in global auditor travel with real-time remote oversight



100%

Traceable documentation through automated digital reporting



100%

Traceability of all inspections and audits

Client: Confidential Global Food & Beverage Manufacturer

Industry: Food & Beverage / Manufacturing

Scale: 50+ plants across China, Australia, New Zealand, South America, and Malaysia

Worker Environment: Distributed QA and production teams across multiple facilities with varying regional regulations and site accessibility

IT Environment: Hybrid secure private/public cloud connecting all regional sites

Devices: Intrinsically safe RealWear HMT-1Z1 wearables for plant inspectors; desktops for remote QA leads and customer auditors

A global food and beverage manufacturer operating more than 50 production facilities across Asia-Pacific and South America needed a new way to maintain quality assurance and regulatory compliance in a rapidly evolving world.

Every plant required frequent QA audits and customer inspections to meet international food safety standards. However, with teams and customers spread across five countries — many in remote areas — conducting in-person inspections became a major operational bottleneck.

Auditors spent months traveling across continents, with inspection cycles taking up to six weeks to complete. This created delays in certification renewals and disrupted export timelines. Additionally, communication between plant-based QA teams and remote auditors relied on ad-hoc tools like email and video calls, which lacked the structure, verification, and traceability required for formal certification.

"We needed a way to inspect and certify plants across continents — without flying auditors around the world."

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

To modernize and standardize its QA operations globally, the company deployed Telepresenz® Smart Ops™ — creating a single connected environment where QA leads, auditors, and customers could collaborate in real time from anywhere in the world.

On-site QA personnel were equipped with RealWear HMT-1Z1 head-mounted devices, enabling hands-free streaming of high-definition video directly from the production floor. Remote auditors could see exactly what was happening in real time, annotating on live visuals, verifying procedures, and guiding inspectors through detailed checklists — all within Smart Ops™' secure, compliant interface.

Multi-party sessions allowed corporate QA leads, regional managers, and customer representatives to participate simultaneously, ensuring transparency and immediate validation. Every session was automatically recorded, time-stamped, and archived for audit readiness and customer reporting.

Smart Ops™ seamlessly integrated with the manufacturer's internal QA management system, automatically generating inspection reports and storing them within the company's compliance repository. This ensured full traceability, consistent documentation, and simplified regulatory reporting.

"Smart Ops gave us a single platform for real-time inspection, certification, and collaboration — across five continents."

Within months of deploying Telepresenz® Smart Ops™, the company completely redefined its global QA model. Audit cycles that once took up to six weeks were completed in a single week. Global travel for auditors was reduced by 90%, saving both cost and time while significantly lowering the company's carbon footprint.

Quality and compliance documentation, previously inconsistent and manual, became fully standardized and traceable through automated digital workflows. Customers and regulators gained continuous visibility into operations, fostering confidence and trust.

Key Outcomes:

- 5× faster global QA and inspection turnaround
- 90% reduction in travel and associated costs
- 100% traceable and automated inspection documentation
- Standardized global workflows across 50+ facilities
- Enhanced customer confidence through transparent operations

"With Smart Ops, our auditors can inspect multiple plants in one day — without leaving their office."

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.