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Prysmian Group launches PG Connect, one enterprise digital solution to deliver innovative services for Customers and internal operations

As the world's leader in cable manufacturing, Prysmian Group is setting a new standard for remote Field Service collaboration with its in-house project, PG Connect.

The recent pandemic and subsequent travel restrictions imposed by authorities are focusing attention on the digitalization of Field Service among manufacturing firms. Connecting on-field operators to internal and external experts is more important than ever. PG Connect was created to meet this increasing demand from customers for a more efficient, sustainable and complete tool for extended collaboration by using Augmented Reality technology.

A powerful combination of hardware and software



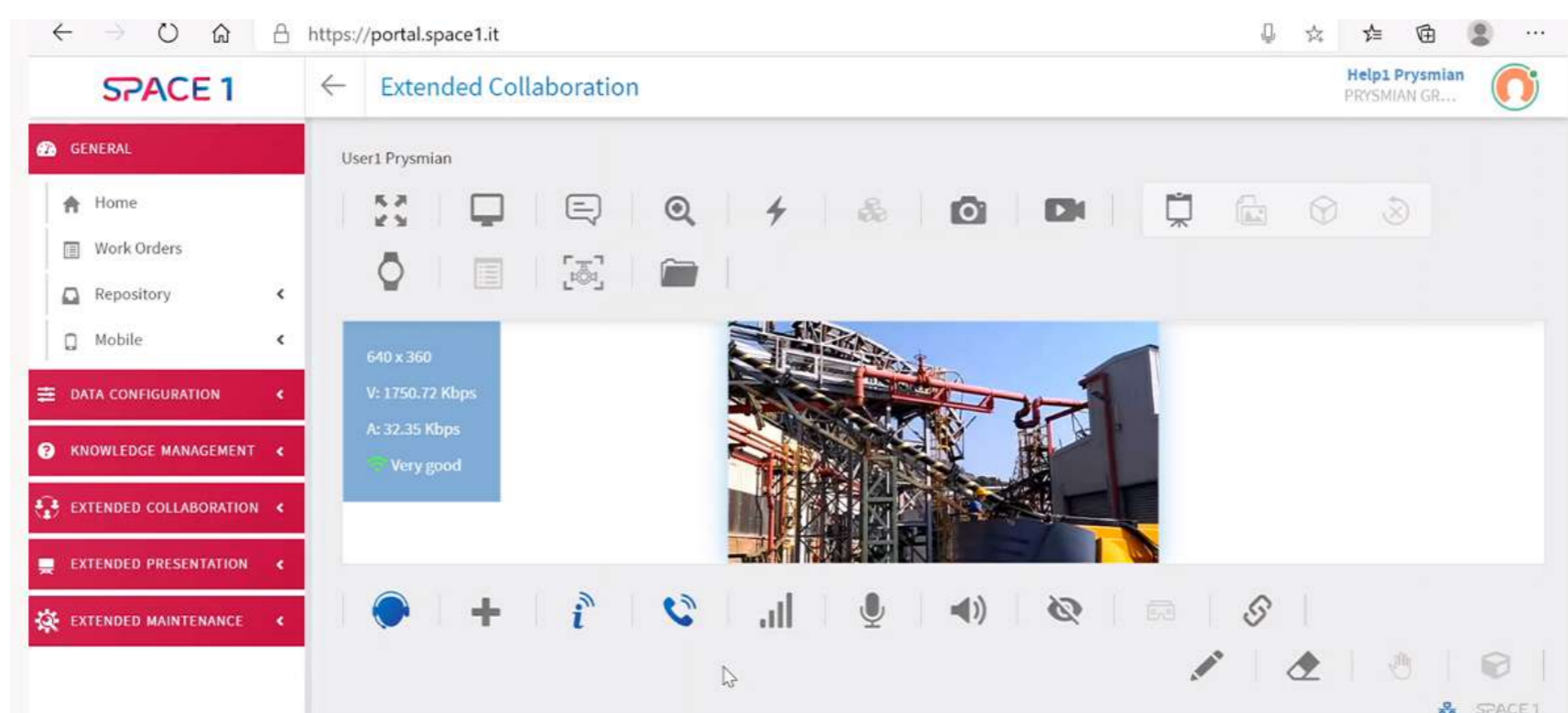
Developed by Prysmian Quality and Digital Innovation Departments, in partnership with Italy's Engineering Group (through OverIT - Engineering Group's subsidiary in Field Service Management and Augmented Reality solutions - and its SPACE1 Platform), PG Connect offers cutting-edge technology in both hardware and software.

By combining a state-of-the-art Head-mounted camera system and a cloud-based extended collaboration software, the solution allows hands-free operations and advanced collaboration features. After connecting the RealWear HMT-1 headset to the Internet, the onsite user can interact with remote colleagues in real-time, by sharing content (videos, pictures, documents), work instructions and on-field location. This software-hardware combination also enables highly interactive functionalities, such as voice and remote control of the device and outstanding Augmented Reality features.

"We are committed to design our tomorrow to become a digital leader in our market, by developing digital solutions that merge hardware and software technologies," said Stefano Brandinali, Prysmian Group Chief Digital Officer.



STEFANO BRANDINALI
Prysmian Group Chief Digital Officer



"We are very excited to support Prysmian, helping them redesign processes, building solutions and leveraging frontier technologies that will continuously improve their business," said Pasquale Caso, Engineering Group's Senior Sales Manager.



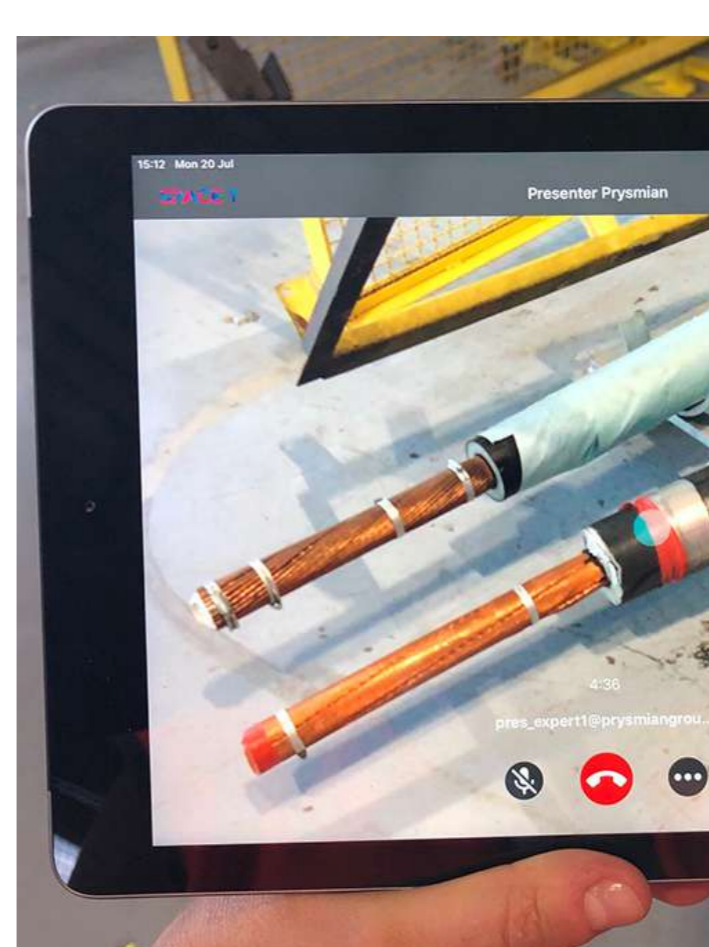
PASQUALE CASO
Engineering Group's Senior Sales Manager

Rolling out the solution

Prysmian Group set up its Digital Innovation division in 2017. The team began working on Augmented Reality applications in 2018 at its Arco Felice submarine cables plant in Italy, with the aim to improve safety, provide training, and carry out remote maintenance activities. Due to the recent COVID-19 emergency and the booming request from customers to perform remote testing activities, other plants in Northern Europe adopted and improved this first solution to overcome remote communication barriers.

Beginning Q2, 2020 Prysmian Group has decided to build on these local experiences and develop a company-wide solution with a global reach to serve its customers and provide support to internal operations.

PG Connect is now operative in many regions, like North America, Brazil, Italy, Northern Europe and Romania. More locations such as Argentina, China, Oman and South Europe are planned to receive the complete solution by the end of September. This truly global approach will set a new standard in the Group. Detailed training sessions are currently being held to support the users in mastering the solution. At the same time, a dedicated virtual community has been set up and a strong network of internal experts is now available to assist colleagues all around the world.



"PG Connect is changing the way people interact, and brings the company closer to its customers while aiming at creating a new digital world that is more sustainable, reliable and efficient," said Carlotta Dainese, head of Prysmian Group's Digital Innovation Lab.



CARLOTTA DAINESE
Head of Prysmian Group's Digital Innovation Lab

Bringing Field Service operations to the next level

PG Connect is expected to set new rules of the game for the Group Operations. Now, customers can perform testing activities remotely, Prysmian technical and engineering experts from different locations can easily share their knowledge in real time, and onsite operators can seek help from colleagues on the other side of the world, in real time. PG Connect removes the need to travel from one site to another, bringing Prysmian's contribution to sustainability to a whole new level.

"Prysmian Group Connect is a much-appreciated step towards process simplification, with an important impact on sustainability and digitalization. A single secure enterprise solution to deliver remote telepresence and services to customers and engineering teams," said Andrea Pironcini, Group Chief Operations Officer.

As Microsoft Teams has accelerated the recent shift to digital technologies for remote collaboration in the office space, the SPACE1 technology adopted in the PG Connect solution is intended to change the interaction between onsite workers and remote users.

"Our activities with customers and internal operations never stop. PG Connect is key for ensuring business continuity and guaranteeing real time support to local teams provided by an internal network of subject matter experts," said Giuseppe Pagnoni, Group Product Quality Director.



GIUSEPPE PAGNONI
Group Product Quality Director