



TNCHE Asia 2024 Conference
" Decarbonization, AI and Digital Transformation
for Sustainability in Process Industries "
Presenter's Biodata & Abstract



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Title of Presentation: Empowering Frontline Workers: Seamless Integration and Communication in the Digital Age



Presentation Abstract:

In the context of Industry 4.0 and digitalization, production workers and maintenance staff increasingly benefit from technological tools such as tablets, smartphones, and augmented reality (AR) glasses. However, the reality often differs, as many service technicians are still seen carrying binders and printed documents while walking through plants. This can lead to several challenges, including time-consuming searches and data validation, difficulty gathering plant documentation from multiple sources, loss of institutional knowledge due to key employees leaving, and the need to attract young, qualified employees with modern equipment.

Field workers seek solutions that enable seamless communication and collaboration within their teams, ensuring that critical information is readily accessible and tasks are executed with precision. Workers should be able to access real-time data, work instructions, and equipment documentation through a user-friendly interface on their mobile devices. This eliminates the need for manual paperwork and reduces the risk of errors. Reporting issues, capturing photos, and recording measurements on-site allows for quick and accurate documentation of any problems or deviations encountered during tasks. These reports must be instantly shared with relevant team members, enabling prompt action and minimizing downtime. Furthermore, collaboration and communication are crucial for providing real-time guidance and problem-solving among team members. Lastly, seamless integration with third-party solutions (ERP, CAE, DMS, DCS, etc.) is essential, enabling data synchronization and ensuring that workers have access to the most up-to-date information. This integration enhances data integrity, streamlines workflows, and enables better decision-making throughout the organization.

Siemens' COMOS Mobile Worker offers field workers a consolidated view of relevant data from various systems, facilitating the modernization of industrial operations to boost workers' productivity, accuracy, and safety in the workplace. This presentation invites attendees to consider the impact of having all plant information readily available in a digital system tailored to individual needs and the potential applications of COMOS Mobile Worker in various service and maintenance contexts.