



### Business challenge

Wanting to capitalize on the potential innovation offered by AR, TROIA d.o.o. was building a new enterprise asset management solution.

### Transformation

Wanting to help its customers simplify their asset management, IBM Business Partner TROIA d.o.o. launched its new TROIA AR solution. Supported by IBM® Maximo® software, the new offering uses augmented reality (AR) glasses to deliver work orders, job plans, knowledge transfer guides and asset-related information to support field staff in real time.

## Results

### Accelerates repairs

by keeping field staff better informed while leaving their hands free

### Improves reliability

of critical equipment with proactive maintenance, all while cutting support costs

### Simplifies knowledge transfer

with improved access to support data and real-time communication

# TROIA d.o.o.

## The information you need with just a glance

Founded in 2010, IBM Business Partner TROIA develops enterprise solutions and offers consulting support, particular focused on process streamlining and overall asset management. Currently, the business employs more than 35 professionals and maintains operations in Slovenia, north and southeast Europe and the Middle East.

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—Primož Sevčnikar,  
Chief Technology Officer,  
IBM Business Partner TROIA d.o.o.

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## No more paper

Paperwork. A term often associated with frustration, wasted time and monolithic bureaucracies—but at the same time, a common feature of nearly every business. Every day, countless businesses print documents, use them once and file or recycle them—or even worse, throw them away.

All of this paper creates pollution, devours our forests and clutters our desks. And far too often, asset management processes are a leading culprit.

“A lot of businesses are still using paper,” explains Primož Sevčnikar, Chief Technology Officer (CTO) at IBM Business Partner TROIA. “They’ll print up a work order, and then repair teams will have to carry this document around onsite. And if they are interacting with several pieces of equipment, they’ll have several sheets of paper that they need to keep track of throughout the day. It’s very inefficient.”

Beyond personnel in the field, back-office staff also frequently run into challenges managing asset-related information. “The data is there,” continues Sevčnikar. “But it takes time to find, collate and implement it. They need something that will integrate all of these records and make them available in real time.”

Recognizing this ongoing challenge, TROIA began exploring options that would enable staff in the field to stay connected to key systems while keeping their hands free to focus on their actual work. And the business quickly found a winning strategy—AR.

AR solutions routinely use specialized glasses or portable screens, such as tablets or smartphones, to superimpose computer generated images or information over the user’s view of the real world. This composite view, in turn, grants the user access to more information and insight than is available with the naked eye.

“Imagine that you glance at a machine,” adds Sevčnikar, “and you have all of the data you need. With your AR device, you can see what work orders have been completed for that piece of equipment. You can see what still needs done—basically everything you have in your system about that specific machine will be right in front of you. That’s what we want to offer.”

## In your face

In early 2018, TROIA began developing its TROIA AR solution, an innovative asset management platform that uses smart AR glasses to feed data to employees out in the field. With it, staff will be able to pull up work orders, review related training materials and identify assets just by looking at them instead of a piece of paper.

“The education component is a big factor,” adds Sevčnikar. “You can use the glasses to pull up training sessions about a particular machine or repair procedure—all without leaving the site. And with the glasses, you can potentially even walk through a virtual repair to make sure you understand the procedure before you start in the real world. It makes it easy to upgrade your knowledge.”

Installed in the cloud, TROIA AR integrates with existing ERP and asset management solutions, delivering real-time data from these back-office platforms. In addition, the offering includes machine learning algorithms that help to streamline process workflows.

And with an IBM Embedded Solutions Agreement (ESA) in place, TROIA can bundle Maximo software with TROIA AR. The IBM technology empowers users to track the physical location, configuration, condition and repair history of company equipment from a centralized platform with a single interface.

Currently, TROIA is offering five unique applications within its AR framework:

- TROIA WORKMANAGER—which can monitor project progress and employee productivity
- TROIA GISMANAGER—which offers AR visualizations of traditionally flat geo data

- TROIA GUIDEMANAGER—which can help convert manuals and guides into AR content
- TROIA TAGMANAGER—which captures and displays sensor data
- TROIA REMOTEMANAGER—which enables real-time collaboration with workers in the field

## Better, faster, more precise

With TROIA AR in place, users can work to improve the reliability of their key assets by pursuing proactive maintenance programs and simplifying repair efforts. The solution will even alert users of potential problems with a given asset before they occur.

As Sevčnikar explains: “Our customers have confirmed that TROIA AR speeds up their work, better facilitates knowledge transfer and reduces their costs. A lot of this efficiency comes from giving field workers better access to key asset information while keeping both of their hands free to work on repairs. It’s a lot less frustrating when you don’t have to put down your tools in the middle of a repair just so you can look at a piece of paper.”

The new AR solution also helps information flow more freely, which further boosts efficiency. “When in the field,” adds Sevčnikar, “they can pull up support guides and visual models to better understand the device they’re working on. And if they

run into trouble, they can communicate in real time with their home office—they can even run a remote-support video conference using TROIA AR to let others see the exact issue they're looking at."

With such an effective solution in its portfolio, TROIA is confident it made the right choice with IBM. "We believe in what we sell," concludes Sevcnikar. "And it's always easier when we're using products that we believe in. IBM has proven to be a reliable partner with reliable technology—that's why we signed the ESA, after all."

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## Solution component

- IBM® Maximo®

### Take the next step

To learn more about the IBM solution featured in this story, please contact your IBM representative or IBM Business Partner.

To learn more about its enterprise asset management solutions and what TROIA d.o.o. can do for you, please visit: [TROIA](#)

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