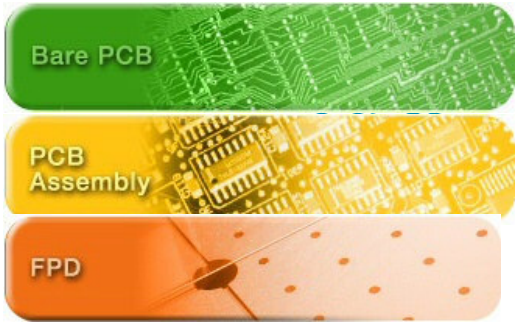
Orbotech Case Study



Challenge

- Improve Field Service Engineer Productivity

Time to Diagnose Faults		
Expert Technician	**Average Technician**	**Average Technician With TEAMS - RDS**
15 min	240 min, then gave up	15 min
15 min	60 min	15 min
10 min	Gave up	5 min

Solution

- TEAMS - RDS deployed in field service organization (7 countries, 3 continents)

Benefit

- Every FSE performs like an expert
- Dramatic reduction in repair time & False Pulls
- Avg. 75% accuracy for new products w/o maintenance history