

How Volkswagen Group Charging scaled service operations internationally with TP Reach

Field service operations across industries from advanced equipment and complex machinery are under pressure to scale efficiently. Skilled service technicians are both costly to train and increasingly scarce. When Elli (a brand of the Volkswagen Group) faced this challenge, they partnered with TP to find a more innovative solution without compromising the service quality.

The challenge

Elli wanted to guarantee the reliability of their EV charging network while expanding into new markets. They were looking for scalable, efficient, and responsive field service support.

The TP Reach solution

TP developed the TP Reach solution, that combines field service support with real-time remote expertise. Using smart glasses technology, the TP command center experts see exactly what the field service technician sees, providing real-time guidance.



Service technicians wear high-resolution Smart Glasses in the field for hands-free connection



Guidance is delivered step by step through live video, visual cues, annotations, and real-time translation when needed

This approach creates seamless collaboration between local teams and remote experts, improving accuracy, speed, and technician confidence in the field.

Why it works



Smarter collaboration between field service and remote experts



Faster troubleshooting and reduced downtime



Consistent and high-quality support regardless of the technician's location



Cost savings from reduced travel and more efficient workflows



Scalable solution to meet demand and minimize resolution time



Access to centralized expertise and instant feedback for technicians on any task

The impact

With TP Reach, Elli achieved:

400%

POTENTIAL INCREASE
IN FIELD SESSIONS
HANDLED PER DAY
(FROM 2 TO 10)

100%

SAVINGS IN
INTERNATIONAL
TRAVEL COSTS

30%

INCREASE IN FIRST
CASE RESOLUTIONS

30%

REDUCTION IN
AVERAGE HANDLING
TIME PER SESSION

5x

INTERDISCIPLINARY
KNOWLEDGE
POOLING IN A
SINGLE SESSION

Transform your field service

With almost 50 years of experience, TP is a reliable partner for top global companies. TP Reach brings efficient field technical support to any location, helping your business move faster and go further.

Let us help you scale your technical support faster, smarter, and cost-effectively.

Schedule your free TP Reach demo today