



Automotive case study

# How Volkswagen Group Charging scaled service operations internationally with TP Reach



## CLIENT PROFILE

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.

## WHY IT WORKS

- **Smarter** collaboration between field service and remote experts
- **Cost savings** from reduced travel and more efficient workflows
- **Faster** troubleshooting and reduced downtime
- **Scalable solution** to meet demand and minimize resolution time
- **Consistent** and high-quality support regardless of the technician’s location
- **Access** to centralized expertise and instant feedback for technicians on any task

## SOLUTIONS IMPLEMENTED

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.

## REAL RESULTS

400%  
POTENTIAL INCREASE  
IN FIELD SESSIONS  
HANDLED PER DAY  
(FROM 2 TO 10)

100%  
SAVINGS IN  
INTERNATIONAL  
TRAVEL COSTS

30%  
REDUCTION IN AVERAGE  
HANDLING TIME  
PER SESSION

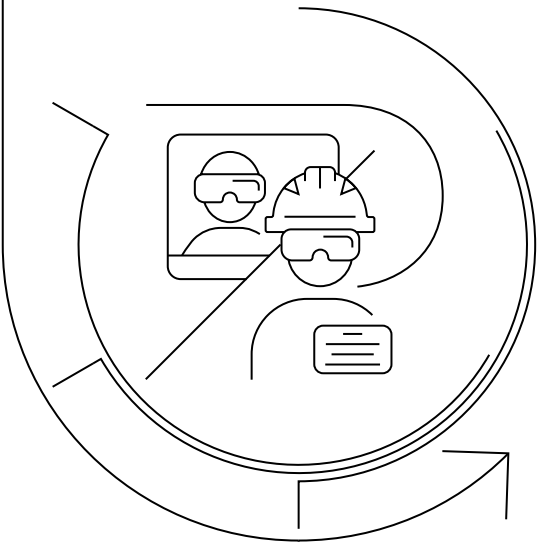
30%  
INCREASE IN FIRST  
CASE RESOLUTIONS

5X  
INTERDISCIPLINARY  
KNOWLEDGE POOLING  
IN A SINGLE SESSION

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

**Smart Glasses, Free Hands**  
Service technicians wear high-resolution Smart Glasses in the field for hands-free connection

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



## 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.

Schedule your free TP Reach demo today

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