



Sphere x RUAG: Empowering Innovation in Defense Equipment Services

Introduction

RUAG Ltd. has emerged as an industry trailblazer in a world dominated by technological advancements.

As a company focused on the life-cycle management of complex systems that either fly or roll, RUAG sought to overcome challenges related to the speed and efficiency of production, assembly, and maintenance. By embracing Sphere, a next-gen XR (extended reality) application, RUAG is working towards revolutionizing its operations and is taking major strides towards enhanced productivity and improved customer support.

This case study delves into RUAG's journey of adopting Sphere's immersive collaboration tool, showcasing the company's commitment to innovation and its partnership with Sphere as a catalyst for success.

Challenges and Objectives

As a forward-looking company, RUAG recognized the critical importance XR could play in its operations. When equipment, such as a military airplane, is grounded, RUAG's goal is to get it in the air safely and quickly, while reducing its team's need to travel onsite for troubleshooting. RUAG works with hundreds of procedures each day, and thus was aiming to optimize training and remote support processes to streamline workflows, boost machine availability and minimize response time. The company sought an immersive collaboration provider capable of offering an on-prem solution while meeting its unique requirements, including handling classified data.

The objectives were clear: increase productivity, reduce costs, and transform the customer service experience.

Customer Overview



Interviewee: Christian Janssen,
Streamlead XR Applied Innovations

RUAG, a private law company under ownership of the Swiss Confederation, serves as a key technology partner of the Swiss Armed Forces. Headquartered in Emmen, RUAG focuses on life cycle management, operations and availability of military systems. All business activities are therefore strongly oriented towards the procurement programs of the company's main customer, the Swiss Armed Forces.

RUAG's comprehensive product and service portfolio includes unique subsystems and components for tracked and wheeled vehicles, fighter jets, military helicopters, and air defense. The company also provides reliable information and communication solutions, as well as comprehensive maintenance and repair services. The customers beside the Swiss Armed Forces are national and international armed forces, government agencies and civil security organizations.

Selecting Sphere

After meticulously assessing various XR platforms, RUAG chose Sphere for its remarkable versatility and purpose-driven features. The product's ability to offer a solution specifically tailored to RUAG's requirements regarding classified data was paramount, as was its ease of use. Additionally, Sphere's encompassment of both remote support and hands-free digital instructions in one streamlined application perfectly aligned with RUAG's objectives. Its commitment to supporting a wide range of hardware further solidified RUAG's decision, ensuring compatibility with future advancements in XR technology.

For Sphere, the partnership with RUAG opened an additional layer of access to the defense market, and continues to expand the immersive platform's experience in this specific environment.

Intuitiveness and User Feedback

RUAG conducted extensive testing with diverse stakeholders, including shop floor personnel, to gauge Sphere's intuitiveness. The response was overwhelmingly positive, with users praising the system's modern interface and straightforward learning curve. This seamless adoption of Sphere's XR tool by RUAG's workforce confirmed its effectiveness and practicality in real-world scenarios.





The Significance of Innovation

RUAG has taken an innovative approach to its overall IT platform and application of XR, which doubles as a unique implementation for Sphere. Both companies are leaning into their partnership to improve the service sector for high-value assets.

“Innovation holds a paramount position in RUAG’s corporate philosophy. The company’s dedication to innovation extends to its ability to push boundaries even within the classified data domain, setting RUAG apart from its competitors. Embracing XR technology, particularly through its partnership with Sphere, allows RUAG to showcase its agility and technological prowess, further solidifying its position in the market”, says Christian Janssen, Streamlead XR Applied Innovations from the RUAG Innovation Organization (RIO).

Conclusion

Even in its early stages, RUAG’s partnership with Sphere is already proving instrumental in propelling the company toward a new era of efficiency, cost reduction, and customer-centric engagement. The collaboration showcases RUAG’s commitment to embracing emerging technologies, positioning them as an industry leader set to leapfrog competition. Together, RUAG and Sphere are spearheading a new era of efficiency in aerospace engineering and defense services.



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sales@sphere.tech