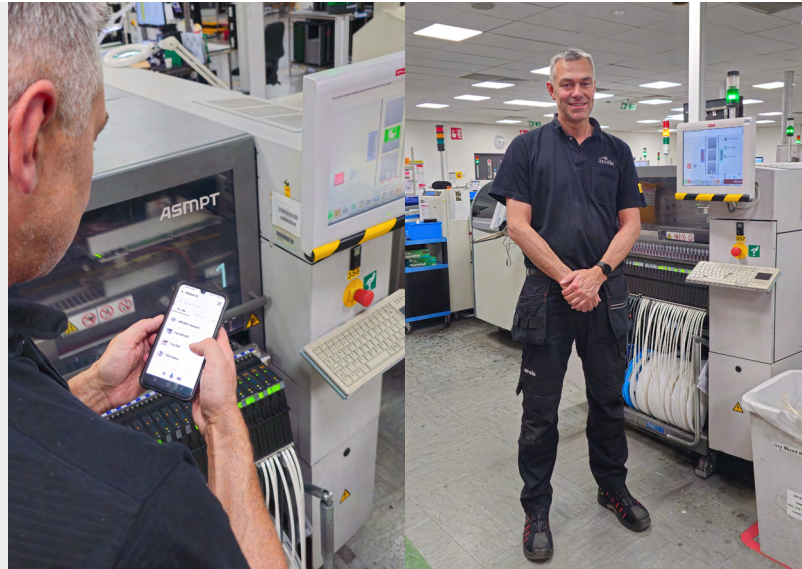




## Digital assistants deliver efficiency gains

AI- and NLP-based expert system optimizes machine maintenance and repair



### The challenge

At Apollo Fire Detectors, a specialist in the development and production of high-quality fire detection systems, eight employees look after a highly diverse range of machine tools that includes three complete SIPLACE SMT lines and more than 40 manufacturing systems. Just as heterogeneous as the system landscape is the level of the employees' knowledge. Until now, the expertise they acquired was stored in the respective specialists' heads or in presentations that were difficult to use because of the variety of the data on Apollo's servers.

### The solution

ASMPT's [Virtual Assist](#) has made Apollo's production operations much easier. Employees no longer have to look for the information they need in notes, files or manuals, but can simply narrow down and solve the problem via voice input. Apollo particularly appreciates the ability to integrate its own machines into Virtual Assist and document its existing know-how in a structured manner. The AI- and NLP-based expert system now provides the technical team a uniform, comprehensive and constantly growing pool of knowledge.



**"Virtual Assist increases productivity and quality in maintenance and repairs. With this ergonomic tool, even newcomers can quickly become productive team members."**

**Jon Baker**

SMT & Maintenance Technician at Apollo Fire Detectors Limited