



OPTIMIZING PROCESSES IN CONTRACT LOGISTICS

DB Schenker uses data glasses to inspect returns in virtual space

Faster, more efficient and more sustainable – DB Schenker uses virtual spaces for logistical processes in its physical warehouses. Employees at the location in Neu-Isenburg use data glasses to inspect returns in a virtual space. Inspections that used to require customer experts to be physically present at the location can now be performed via remote video-streaming. To make this possible, Schenker has implemented augmented reality (AR) glasses at its logistics center.

The new process has enabled DB Schenker to reduce turnaround times for returns of around 80 percent of incoming items from an average of 180 days to 7-14 days. Additionally, carbon dioxide emissions caused by long distance travel are significantly reduced. Whereas before customer engineers had to fly in to inspect parts (often from overseas), logistics experts in Neu-Isenburg are now virtually connected with engineers from over thousands of kilometers away.

To perform a virtual inspection a Schenker employee connects to the customer's engineer via hands-free video streaming using AR glasses. The engineer can remotely inspect the product from the employee's perspective, give instructions and set markers or display documents via the application. The content is then displayed to the employee as a hologram in real time. The AR headset was introduced at the Neu-Isenburg site in mid-2021 and has been in regular use since then.