WinShare: Environmental Impact Assessment Model

Previously, when an error occurred, it was necessary to visit the customer to determine the cause of the error and perform maintenance to restore normal operations. By implementing WebSAM WinShare remote Access and Operation Software Solution, maintenance can be conducted remotely in cases where the problem was caused by human error (operation error) or a software failure (rather than hardware failure), which constitute almost 50% of errors reported by customers. This significantly reduces the number of times maintenance workers need to visit customers, which results in less movement of people.
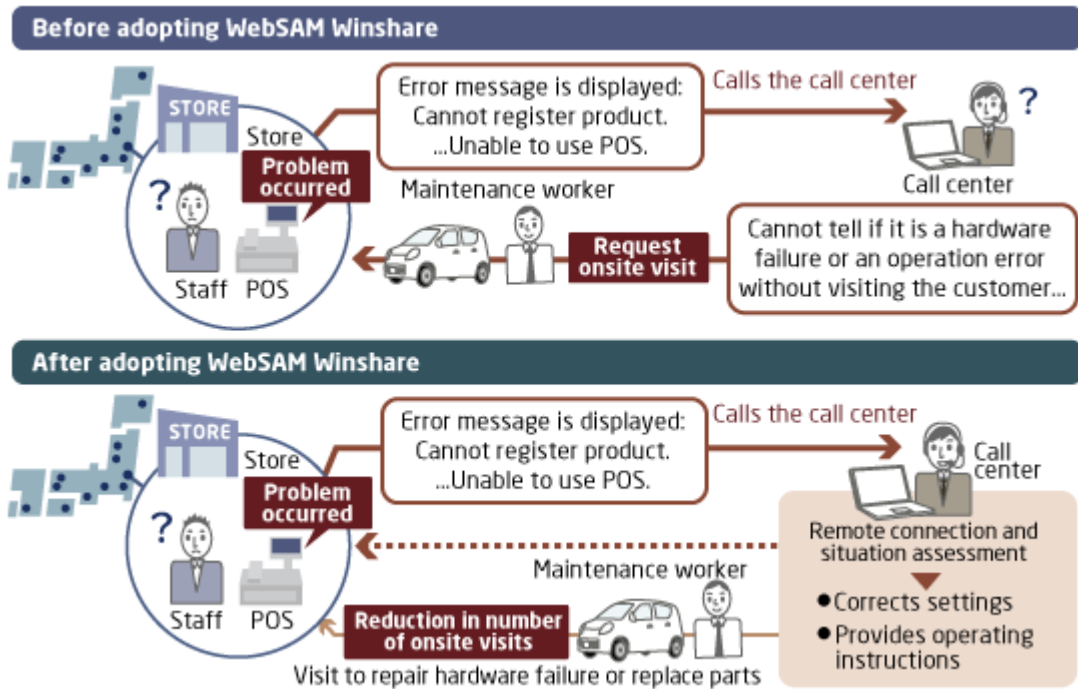
WinShare: Environmental Impact Assessment Result

By remotely operating the POS located in each store from the call center, onsite visits by maintenance workers were reduced by 58%, which translated to approx. 10,000 visits. This resulted in a 136-ton reduction in CO_2 emissions.

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