Digitally close: ATE supports workshops with augmented reality live support

* **Remote support solution with augmented reality (AR) shortens problem-solving time and enables direct communication between workshop and experts**
* **Thanks to AR: problem areas can be located and marked in the live camera image**
* **Efficient assistance with identification, installation, claims or technical queries**
* **Enno Straten, Managing Director of AUMOVIO Aftermarket: “With Remote Support, we offer workshops even more: an additional option alongside the traditional expert hotline and on-site workshop visits.”**

Frankfurt, Germany, February 26, 2026. With Remote Support, ATE offers a new professional service for workshops. This allows them to receive specific tips and precise information from technical hotline experts live and in real time, directly at the vehicle on the lift. All that is needed is a standard smartphone or tablet. At the heart of the application is the integrated augmented reality (AR) function. Not only does Remote Support enable direct communication via video, it also visualizes relevant vehicle areas in real time with virtual markings and lines in the live camera image. These remain in place even when the camera moves, for example when focusing on the brake disc or brake pad. Participation in Remote Support is free of charge and requires a personal invitation by e-mail from the ATE technical hotline. Several service employees in the workshop can also join the session at the same time.

“We regularly come across cases where telephone or online chats reach their limits. With Remote Support, we offer workshops even more: an additional option alongside the traditional expert hotline and on-site workshop visits,” says Enno Straten, Managing Director of AUMOVIO Aftermarket.

Live video conference with augmented reality

During the Remote Support consultation, all participants – be they technical customer service or the workshop – can leave specific comments on the shared camera screen. The AR function also allows three-dimensional elements to be integrated and displayed, such as colored arrows, text elements or lines for measuring distances in centimeters, in order to highlight specific areas in the image. If the camera user moves around the room, the virtual marker retains its position – even if it disappears completely from the camera's field of view. This enables different topics to be discussed and revisited during a conversation. Sequences can be exported as images for later use. During and after the session, participants can exchange information and documents via the chat function. The chat function offers an integrated translation function into more than 20 languages.

Enno Straten explains: "We receive around 1,000 customer inquiries per month. In complicated cases, a live video chat with AR functionality can not only be the key to success, but also save our customer service as well as workshops a tremendous amount of time. We see the same picture as our customers. This allows us to immediately take their perspective and advise them in an even more targeted manner."

Good preparation for complicated use cases

Whether Remote Support should be used to resolve a specific problem or to clarify open questions about the vehicle is decided jointly by the technical customer service and the workshop during the initial contact by phone or online chat. In this case, the workshop receives an invite including a download link for the smartphone application, the participation link for the session, and user information. Users need a fully charged smartphone or tablet to be able to use Remote Support. System requirements are Android version 8.0 or higher or iOS/iPadOS version 14.0 or higher.

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With the spin-off in September 2025, AUMOVIO will continue the business of the former Continental Automotive division (including the Contract Manufacturing division) as an independent company. The technology and electronics company offers a broad portfolio that makes mobility safe, exciting, connected, and autonomous. This includes sensor solutions, displays, braking, and comfort systems, as well as comprehensive expertise in software, architecture platforms, and assistance systems for software-defined vehicles. In fiscal year 2024, the business areas that now belong to AUMOVIO generated sales of €19.6 billion. The company is headquartered in Frankfurt am Main and employs over 86,000 people at more than 100 locations worldwide.

AUMOVIO Aftermarket draws on more than 120 years of experience working with vehicle manufacturers to offer a broad portfolio of original-quality spare parts for the independent aftermarket. ATE and VDO, the two brands of AUMOVIO, are actively shaping this market: ATE with its comprehensive brake expertise and the ATE Brake Center workshop concept, VDO with a broad portfolio of spare parts in electronics and mechatronics. The extensive range of services offered by both brands creates real added value for dealers and workshops. AUMOVIO Aftermarket GmbH has been continuing the business of Continental Aftermarket & Services GmbH since the spin-off of AUMOVIO in September 2025.

Image and caption

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|  | Video conference with experts via smartphone or tablet: the new ATE Live Remote Support for workshops |