

# Smart Assistance

The best solution for Remote Assistance.

Solution 1.0



**SMART ASSISTANCE** lead technicians who are in the workstation in any task or operation. There is no longer the need to travel remotely to deliver customer service or to support a lower expert colleague when it occurs unforeseen events. With Augmented Reality it is possible to remotely transmit decisive information on the status of the machinery to promptly manage ordinary and extraordinary maintenance or sudden plant breakdowns.

In maintenance operations, the platform is used to diagnose anomalies or critical situations in time, reduce downtime, speed up repairs and avoid costly travel costs. Increasing productivity and achieving new levels of efficiency is now possible with Smart Assistance.

# Platform Benefits

## REDUCE DOWNTIMES

SMART ASSISTANCE is the ultimate solution to solve problems when unplanned downtimes occur. By connecting remotely with operators in the field through a dedicated viewer or mobile device, critical issues and sudden breakdowns are solved quickly and effectively.

## QUICK SERVICE

Connect with your customers through Augmented Reality boosted video call and support them with faster and definitive interventions on machinery. When it needed, provide agile remote support with SMART ASSISTANCE.

## SCHEDULED MAINTENANCE

Save time on routine and unscheduled maintenance and use the advanced programming features whenever you want. When it occurs a scheduled maintenance, you can create special machine maintenance schedules and connect asset management systems to better manage resources and enhance workflows.

## AGILE CONTACT POINT FOR SERVICE

End-users of machinery and equipment can easily get the access remotely to the service solution by scanning a QR code that can be integrated into the platform and linked to machinery and equipment in the workstation. Provide the service contact point to your customers where and when they need it.

## CONTINUOUS PROCESS ENHANCEMENT

Take the most to the learning abilities of your workforce. With SMART ASSISTANCE you can record, and store photos and videos of all procedures performed by technicians in the workstation to train them on the correct procedure, drastically reducing errors and improving maintenance processes.

## ONGOING TRAINING

SMART ASSISTANCE provides step-by-step instructions offering an innovative tool to train the workforce. Thanks to Augmented Reality technology, the remote expert can draw lines, compose circles, draw arrows, write numbers freehand in the exact points where the technician in the workstation must take action.



Supported devices:

- Android version above 7.1
- iOS version above 11.0

The supporting operator can connect from the web using a browser like Chrome, Firefox, Safari, Edge and Opera.