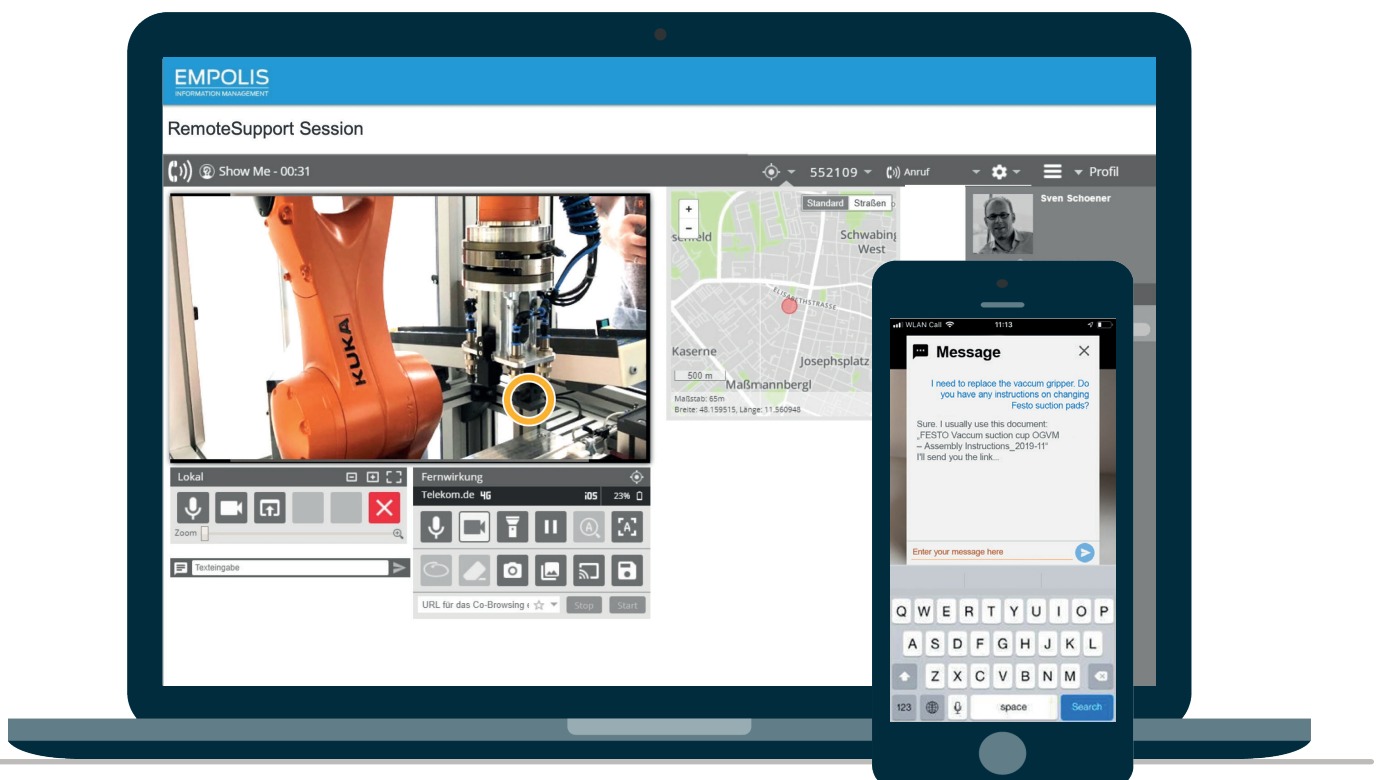


## FACT SHEET

# Remote Support

Your service technicians solve difficult problems on site, even if the right expert is hundreds of kilometers away. With Remote Support, you receive all of the features you need for a new generation of remote maintenance. Available worldwide, Remote Support has proven itself in everyday industrial applications and many other industries. As a part of Service Express, this modern technology offers interactive video conferences and continuously supplements the knowledge database with new knowledge from solved service cases.



# Maximum benefit from day one

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## Challenges in everyday life

Service technicians in the field are faced with new challenges every single day, which cannot always be solved based on their own experience or with standardized instructions from the knowledge database. When complex technical problems of this nature occur or contextual questions arise that are not described in existing manuals, support from an experienced expert is required.

Remote Support from Empolis Service Express offers comprehensive functionality for this application, using Augmented Reality (AR) video telephony to provide expert advice in real time and increases field service efficiency. High travel costs are avoided. Professional, location-independent support for service technicians around the globe is safeguarded. In this way, bring expertise back to where it is needed with the help of cutting-edge technologies: on site at the customer to avoid downtimes and fallouts.

## Functionality

Service technicians can connect with an expert in the Field Service App to share live images or videos of the situation on site. During the call, various AR functions can be used to mark individual areas or display text to discuss individual solution options together, step by step. After successful resolution, the new information is assigned to the service case.

A major advantage: when compared to conventional solutions, Remote Support uses and processes all of the collected information, as the basis for new knowledge articles to publish new solutions subsequently in Service Express and make it available to all employees. In this way, valuable know-how is secured and continuously adds value to your knowledge database. Since the success of



### Live transmission

Send videos, images, screenshots or documents during the phone call



### Conference call

Solve difficult cases with the help of several experts at the same time

service assignments are no longer dependent on individual employee qualifications on site, orders are distributed more evenly, and individual experts are relieved.

In addition, Remote Support offers further supplementary functions that have proven their value in daily use:

- Measuring distances and spaces using measurement points on real objects
- Multi-device capability for smartphones, tablets, desktops and Smart Glasses
- Digital signature
- Geo-localization

# // Use cutting-edge technologies to bring expertise where it is needed: on site at the customer's facility.



## Save and reuse

Record the call and assign solutions to the corresponding service cases to ensure reusability



## Push messages

Send direct links to instructions with respective troubleshooting



## Pointer, Drawing & Annotations

Interact naturally using the pointer to identify items, fade in text or draw free handed



## Text over video

Fade in and confirm certain relevant information in noisy environments or if data needs to be stored in case file

## Application scenarios

### Field service support

Technicians receive live support in identifying problems and solutions. With just a few clicks, the Field Service App from Service Express is used to assign and display the required troubleshooting instructions for the service case.

### Prepare for on-site service calls

Prior to an on-site visit, conduct a simple analysis with customers with remote support. The video function gives service staff a quick overview of the situation and allows them to use photos and recordings to pre-establish all relevant information and use it to prepare for the assignment. The result is that field service staff always have the right tools and spare parts with them and avoid further visits. In addition, they can estimate the time required on site more accurately and optimize route planning.

### Remote maintenance

Offer your customers professional support via remote maintenance and help them solve the problem on their own and avoid unnecessary downtime. With fast resolution, you are no longer dependent on waiting for a service technician visit, unnecessary travel expenses are avoided and the overall workload is reduced.

## YOUR BENEFITS

### Shorten repair time

Easy collaboration between service technicians and experts over long distances to solve difficult service cases quickly and purposefully. Remote support helps avoid both high travel costs and increases the average first-time fix rate by 81%. Collected know-how reduces the time needed to solve problems by up to 69%.

### Decrease training resources

Remote Support improves professional exchange between experts on a daily basis, which is often lost in distributed teams. As chat functionality and data exchange are compliant in a secure environment, newly acquired knowledge can easily be integrated into everyday life as an education and training session.

### Improve preparation of service orders

Even before an employee travels to the customer, all details concerning the error can be queried and transmitted in advance. Service technicians then have a precise picture of the situation and can better estimate and plan the amount of work, required tools, spare parts and repair time – improving cost control and overall customer experience.

### Build a knowledge base

Evaluation and preparation of individual service cases for further use in order to continuously expand the knowledge database. This improves future error resolution and shortens the average time for employee training.

## REQUEST YOUR DEMO TODAY

Get unlimited access to all Empolis Service Express features that help you optimize your customer service - free and no obligation.

[www.service.express/en/test-now/](http://www.service.express/en/test-now/)