

4REMOTE

Use case: Incidents resolution



4REMOTE is the integral solution to carry out start-ups, solve incidents in production or provide assistance in maintenance, allowing interaction with experts without the need to travel, ensuring precision in the indications and speed of response, even in the most complex processes of design, assembly or production.

4REMOTE:

There are challenges, where frontline workers need very precise expert help, but the specialist is not in the same place and travel is not always an option. 4REMOTE makes it easy to connect to an expert, reducing the time to resolve incidents and avoiding unnecessary stops.

1

Accuracy

4REMOTE, the expert sees what the field technician sees, allowing indications to be made on the video thanks to Augmented Reality.

2

Efficiency

Reduces travel and incident resolution times.

3

Collaborative work

It encourages collaborative work between professionals and shares knowledge and experience in real time, from anywhere in the world.

4REMOTE facilitates the resolution of incidents reducing time and costs.

Multidevice: PC, Tablet, Smartphone or Smart Glasses



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Functions

- Drawings and text on snapshots and video
- Augmented Reality Pointers
- Recording of evidence (video, audio and photo)
- Remote-controlled zoom and flashlight
- Remote control of fixed cameras
- Real-time translation (chat and voice)
- Screen sharing
- Multi-user sessions
- Multi-device
- Multi-session
- Sessions with external users by invitation
- Selectable Audio/Video sources
- Secondary "slave" camera
- Mosaic view of connected video feeds
- Cloud and OnPremises deployment
- Encrypted communications
- Can be integrated with customer systems
- LDAP Integration
- Session log and evidence
- Instant messaging
- Multi-screen

Advantages:

- Shorter response times
- Reduced travel and costs
- Improved traceability and monitoring of work
- Generation of evidence
- Remote validations
- Premium customer service
- Support and training
- Increase in productivity
- Improved quality and fewer errors
- Collaborative work - knowledge sharing
- Elimination of paper
- Rapid response

