



## Provide Your Field Service Workers With Remote Expertise

*Experienced Subject Matter Experts connect from anywhere and provide first hand guidance to workers as and when they need it.*

### Overview

Telepresenz is an advanced collaboration, remote mentor and instructional workflow platform that enables industrial mobile workers to obtain immediate support from experienced Experts, anywhere in the world, through real-time video conferencing, telestration, document sharing, image capture, and over the shoulder guidance where the Expert(s) can see what the mobile worker is experiencing.



### Accelerate ROI from Realwear Deployments

Telepresenz supercharges your Realwear HMT deployments by solving simple and complex use cases that on board tools or mainstream collaboration apps can't solve.

#### Use cases include:

- Field Service
- Assembly Plants
- Maintenance, Repair and Overhaul (MRO)
- Manufacturing
- Remote Inspection & Training
- Emergency Situation Awareness



Experts access the software via a browser on a computer/laptop/tablet, while field workers utilize smart phones or smart glasses for complete hands-free operation, to seamlessly communicate with Experts.

EASY TO USE - QUICK TO DEPLOY - PROVEN - SECURE - INVITE QUESTS - MULTIPLE EXPERTS - LOW BANDWIDTH PROVEN

### Remote Experts Can:

Receive Realtime Video Feed of One / Many Field Users

Telestrate on still images

Telestrate on live video

Share Documents, Images, Videos

Share and manipulate 3D files

Share text messages

#### WITHOUT Telepresenz

- Expensive & time consuming to fly expert to site.
- Unforeseen downtime is costly & causes disruption of service
- Over the shoulder assistance by an expert is not always feasible

#### WITH Telepresenz

- Eliminate or reduce travel costs of the expert while improving service levels
- Remote expert provides immediate assistance to restore service
- One remote expert can supervise multiple workers in different job sites

### Benefits

#### Increase

- Field service productivity
- Knowledge transfer
- Service levels
- Efficiency

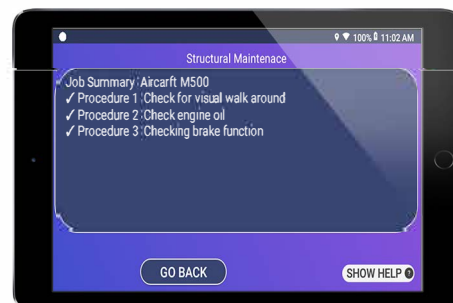
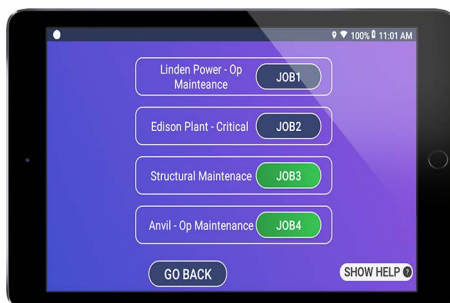
#### Decrease

- Travel cost
- Training time and cost
- Mistakes & repeated trips
- Service time



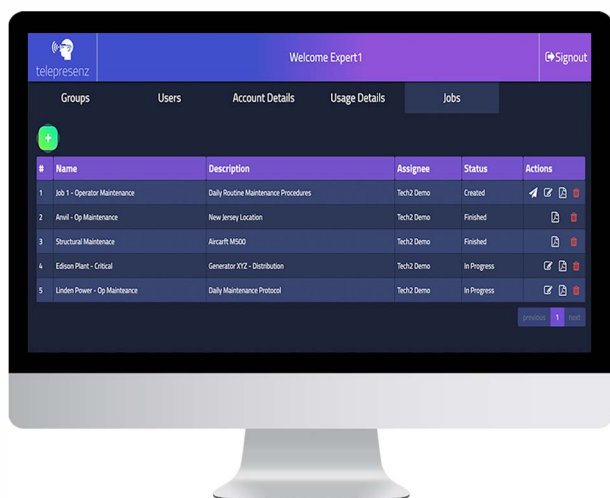
## Instructional Work Flow Raises Quality and Productivity

*Consistently provide high-quality products and services with digital step by step work instructions for your workers*



### BENEFITS

- Improve efficiency with workflow automation
- Improve accountability and visibility with workflow status tracking & assignment tool
- Reduce the number of errors with Error-proofed, pre-filled forms
- Streamline Processes with workflow progress tracking
- Superior control, scalability and increased flexibility with audit trails and reporting
- Improved communication with Automatic Notifications
- Integration and real-time reporting with Tool and databases integration



### FEATURES

- Simple intuitive user interface
- Create jobs with step-by-step procedures
- Users receive assigned jobs in real-time
- Consistency in process with pre-determined procedures
- Capture photos, videos, audio clips\* as part of user input
- Integrate with PDM/CRM/IIoT Framework for data input
- QR Code scanning
- Monitor progress in real-time on the dashboard
- Download report with user captured data
- Customizable workflows and integrations

**Interested in learning more or getting started?**

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