



telepresenz

Make It Easy For
Field <> Manufacturing <> Remote <> Office Workers
To Work Together

Customer Use Cases



Scenario: Support, Monitoring and Supervision

Problem

Large mobile technician workforce who are contractors are required to be supported and supervised as they do their jobs across multiple locations with safety being paramount.

The expert supervisors are often mobile and need to support and supervise multiple teams when they are at their office, and when they are on the move.

IT Environment

Dedicated private cloud deployment within customers infrastructure.

Realwear HMT's being used by mobile technicians. iPads being used by Expert Supervisors.

Solution

Telepresenz® Remote Mentor Pro Plus



Customer performs support, job allocation, supervision, monitoring and quality control with auditing and compliance.

Support actions include remote mentoring, problem solving, sharing of documents and drawings. Silent recordings archived for record keeping and auditing purposes.

Supervisors no longer need to be at site to support and supervise technicians or for quality assurance purposes.

Utilities

**150
Mobile
Workers**

**50
Supervisor
Experts**

Scenario: Urgent Support from 3rd Party OEM's

Problem

Mobile HVAC and Building Automation technicians need support from multiple vendor experts as they diagnose and solve critical problems at hospitals.

The vendor experts are from different suppliers, in different locations and support specific types of equipment according to their specialty.

To rectify problems quickly, experts need to see the scenario in front of the technician and multiple experts are sometimes required.

IT Environment

Secure public cloud deployment allows experts from different companies to support technicians without the limitations of a company IT infrastructure.

Realwear HMT's being used by mobile technicians. Desktops/Laptops are being used by vendor experts.

Solution

Telepresenz® Remote Mentor Pro Plus



Company technicians can solve problems quickly on customer hospital sites using 3rd party vendor experts who no longer need to travel.

Critical problems are resolved by having highly experienced vendor experts able to visualize problems and guide technician's step by step.



**Building
Maintenance
& HVAC**

**Dispersed
Mobile
Workers**

**3rd Party
Vendor
Experts**

Scenario: Inspections at Nuclear Power Plants

Problem

Construction workers who build Nuclear power plants need to capture inspections of pipe assemblies and produce standardized reports containing low and high resolution photography.

The large number of inspections are performed 10 to 15 meters above ground, and safety is paramount.

IT Environment

Secure public cloud deployment provides flexibility and access across multiple locations.

Realwear HMT's being used at heights by fitter/inspectors, supplemented with high resolution DSLR camera. Desktops are used to consolidate reports which are semi-automated.

Solution

Telepresenz® Remote Mentor Pro Plus and Instructional Workflow  

Instructional workflow is used to capture low resolution images during inspections using the HMT camera. High resolution images are added to reports which are digitally compiled.

The high count of low resolution images are automatically saved to a secure location for compliance records.

Inspection time and admin overhead is reduced whilst worker safety is improved.



Construction

Working at Heights

Safety and Productivity

Scenario: Training and Certification

Problem

Large power and natural gas distribution company needs to train and certify lots of workers for a wide range of abnormal situations and emergencies they are likely to encounter.

The trainees are trained at a large facility consisting of 12 buildings across a wide area that mimic real life scenarios. Each trainee needs to demonstrate their understanding and skills in order to be certified.

IT Environment

On premise deployment not connected to the internet behind customers firewall on a private LAN.

Realwear HMT's being used by trainees. Desktops being used by expert tutors.

Solution

Telepresenz® Remote Mentor Pro Plus



Tutors assess and certify trainees across the facility, witnessing 4 to 6 trainees at a time. Scenario performance is captured and archived as evidence.

Training and certification time is reduced, evidence capture is easier, trainee throughput is increased, training outcomes are improved.



**Power
Distribution**

**Simultaneous
4-6 Trainees**

**1 Tutor
Expert**

Scenario: Aviation MRO Airside

Problem

HAECO Group has maintenance operations (On-wing Structure Support team) based at their Hong Kong maintenance hangar in Chek Lap Kok. They rely on OEM support from a global aviation company with experts based in the USA.

Being airside, the hanger is deemed a hazardous area and intrinsically safe devices must be used.

MRO must be performed quickly, safely and with expert inspection to verify fitting and repairs are in accordance with critical guidelines, plus customer verification and approval. Time and travel constraints restrict experts from visiting the facility.

IT Environment

Secure public cloud deployment allows OEM experts from outside HAECO to support engineers without the limitations of the company IT infrastructure.

Intrinsically safe Realwear HMT-1Z1's being used by engineers. Desktops/Laptops are being used by overseas OEM experts to guide and inspect, capturing evidential records without travel.

Solution

Telepresenz® Remote Mentor Pro Plus with Realwear HMT-1Z1.



HAECO's remote inspection system includes voice-controlled HMT-1Z1's (a hands-free device equipped with a camera and screen, approved for use in hazardous environments) paired with a Telepresenz that can be accessed from any computer or mobile device, anywhere across the globe.

Remote inspections allow real-time clarification of technical questions with remote experts (OEM and customer) through live streaming, significantly enhancing inspection efficiency and aiding on-time delivery.



Aviation MRO

Explosive Environment

Overseas Experts



The screenshot displays the Telepresenz website interface. At the top, there is a navigation bar with links for Product, Solutions, Pricing, Resources, Company, and Login. Two buttons, 'Talk To Sales' and 'Try For Free', are positioned on the right side of the navigation bar. Below the navigation bar, the main content area is divided into three columns. The left column features a large image of a worker wearing a hard hat and safety glasses, with the text 'Virtualize The Expert', 'Get Started Today', and a 'Contact Sales' link. The middle column lists 'Use Cases' including Field Services, Inspections, MRO, and Manufacturing & Assembly. The right column lists 'Industries' such as Oil & Gas, Industrial, Power & Utilities, Mining, Aerospace, Agribusiness, and Food & Beverage. A third column lists 'Scenarios' including Emergency Response, Distance Learning, Remote Mentor, Consulting, and Monitoring & Supervision. Below these columns are two buttons: 'Try For Free' and 'Contact Sales'. At the bottom of the page, there are four service cards, each with an icon, a title, a brief description, and a 'Learn More' link. The cards are: 'Field Service' (immediate access to remote experts), 'Inspections' (reduce risk with quick inspections), 'MRO' (support skilled maintenance experts), and 'Manufacturing' (increase productivity with collaboration tools).

For additional use case identification, solutions, sales & demo support, email dion@telepresenz.com or ask your Telepresenz partner manager.

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