



VSight Remote is a cloud-based SaaS platform that allows experts to visually guide and collaborate with customers and field technicians remotely

VSight Remote allows your experts to instantly connect to the field and provide technical and operational assistance in real-time at the point-of-service without the need to travel. **VSight Remote** allows you to complete your maintenance operations, inspections, trainings and audits via live streams with effective augmented reality (AR) tools, file sharing, documentation features and many others.



Expert



Subscriber

BENEFITS

- ◆ **No installation** or IT rollout required - login via your browser or directly via our app
- ◆ **Smooth Integration** to existing IT landscape and processes via open REST API interfaces
- ◆ **Easy access** via defined user credentials, or via link or QR code (per mail, whatsapp or SMS)
- ◆ **Attractive license model** - licenses needed for experts only - all subscribers come for free
- ◆ **Compatible** with smartphones, tablets and smart glasses
- ◆ **Data storage** on GDPR compliant servers in the EU and/or alternatively the USA

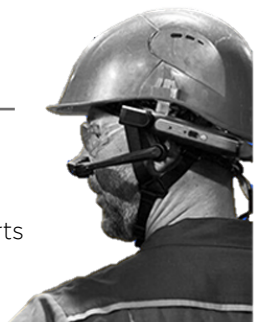
»» Increase staff utilization and overall productivity

»» Ideal solution to overcome travel restrictions, or to reduce travel costs

faster troubleshooting »» **reduced downtime costs** »» **increased efficiency**

„It was really easy to get started with VSight. We were able to use our existing smartphones and no installation was required on our experts´ computers. Cost savings are huge, especially because licenses are only required for experts. Over time we will upgrade to smart glasses and include more experts abroad.“

German Machinery Customer





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EASE OF ACCESS

Licenses are available as named- or floating licenses and needed for experts only, whereas all subscribers participate for free.

VSight Remote sessions offer state-of-the-art features to support field workers or customers. To start a **VSight Remote** session there are various access options, to suite individual requirements:

Access options

- Permanent **room**
- One-time **meeting**
- Ad hoc **guest session**
- VSight User **calls**
- Connect via **Field ID**

Exemplary use cases

- Regular meetings during a long commissioning project
- Pre-scheduled meeting for planned maintenance
- Emergency problem solving via ad hoc invitation of users (via Link/QR code)
- Consultation between users for internal site support
- The expert immediately connects with a field user upon entering the unique ID displayed on the mobile login interface. Ideal for users without credentials.

GENERAL FEATURES

- | | | | |
|--|------------------------------|--|---|
| | 2-way audio-video stream | | Admin control panel |
| | Adaptive video streaming | | Easy QR login |
| | Screen sharing | | Instant chat translation service for 60+ languages |
| | Text based chat | | User interface available in 12 languages |
| | PDF & HD image collaboration | | Online tutorials for new users |
| | Reactions | | Secure HTTPS communication, GDPR compliance |
| | Camera zoom & flash control | | Compatible with iOS & Android (incl. smart glasses) |
| | Device battery status | | Capability to operate in China |

LICENSE-BASED FEATURES

	ESSENTIAL	PRO	ULTIMATE	ADD-ONS
All subscribers for free	✓	✓	✓	✓ Floating licenses
General features (as stated above)	✓	✓	✓	✓ Session export
Guest access via link/QR (by mail or whatsapp)	✓	✓	✓	✓ Guest link via SMS
Number of users per session	2	3	12	✓ Whitelabelling
File sharing	✓	✓	✓	✓ Academy rooms (> 12 Users)
AR+ and 3D model collaboration*	✗	✓	✓	✓ CRM / Ticket system integration (API)
Call other users	✗	✓	✓	✓ Azure Active-Directory (AD) integration / SSO
Pre-schedule meetings with invitation links	✗	✓	✓	✓ Azure, AWS or phys. storage integration (API)
Ticket system	✗	✓	✓	✓ Workflows
Session reports	✗	✓	✓	
Usable with smart glasses	OPTIONAL	OPTIONAL	✓	
Session recording (incl. unlimited storage)	OPTIONAL	OPTIONAL	✓	

*AVAILABLE ON SMART GLASSES IN Q2 2022