# RemoteDigitalAssistance

Field service and assistance through Augmented Reality

Olivetti's **Remote Digital Assistance** solution exploits the technology of Augmented Reality to offer field service workers a tool for obtaining "live" support remotely and in real-time. With all technical procedural information available, operators can work hands-free, fully concentrated on the job at hand.

This is all made possible through Remote Digital Assistance on a **cloud platform** that enables field workers equipped with a **Smart Glass** to establish audio-visual connections with a service centre. At this point the remote operator contributes actively in the field activities through the common view of the area for intervention. Via simple web access, remote support staff are able to guide field workers to carry out tasks efficiently and safely.

The platform manages tracking and recording of operations carried out by technicians allowing jobs executed at customer sites to be documented, job assessments carried out according to the company's Quality System, and any customer disputes handled.

Lastly the platform supports on-the-job training sessions, taking advantage of live field interventions, where the view of the operations field can be shared from a remote location without interaction.
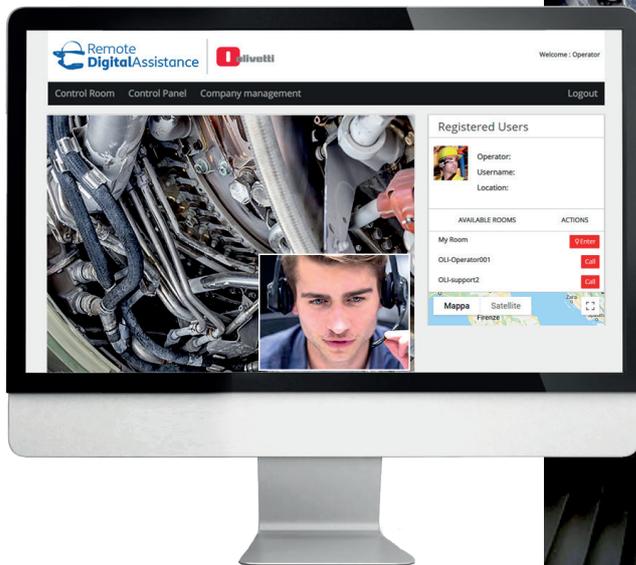
SERVICE FEATURES

STREAMING AUDIO/VIDEO
Optimised management and control of audio-video calls in streaming with sharing of documents, such as check lists, and sending of content in real time to the Smart Glass.

GEOLOCALISATION
Real time verification of geographic location of field workers provided with Smart Glass.

CONNECTIVITY
Smart Glasses come integrated with connectivity for Wi-Fi, Bluetooth LE, Tethering with mobile hotspots (smartphone and/or router).

HANDS FREE
Smart Glasses are ready integrated with voice recognition technology for all functionalities provided by the application.

HIGH AUDIO-VIDEO RESOLUTION
Smart Glasses come with a high resolution 16 Megapixel camera with image stabiliser, advanced digital microphone with noise exclusion and integrated 91 dB speaker. The Display of 854 x 480 pixels provides the same level of visual experience as provided by a 7" tablet.

COMPATIBILITY WITH PERSONAL PROTECTIVE EQUIPMENT (PPE)
Smart Glasses can be integrated with company-provided PPEs, such as helmets. They are Rugged IP66-certified devices (Dustproof and Waterproof) and equipped with long-life rechargeable batteries (tested for 9-hour continuous use).

WHY PURCHASE

REDUCTIONS IN COSTS
Using this solution, costs can be reduced while achieving greater levels of productivity for field servicing and assistance operations.

ON-DEMAND SUPPORT
Collaboration in streaming with remote experts means assistance can be delivered in a timely manner.

INCREASED JOB QUALITY
This platform allows data to be gathered directly in the field so that performance, fault causes and potential repairs can be monitored and controlled.

SKILL IMPROVEMENTS
Procedural instructions and check lists available via the Smart Glass display allow operators to carry out tasks in total safety.