

Innovative digital assistance for more efficient service

Description:

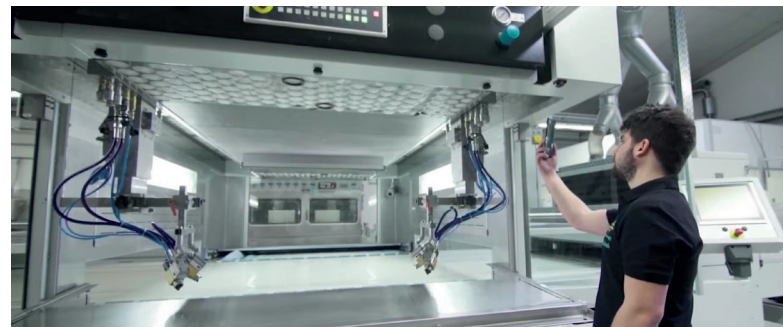
If problems, such as the maintenance of machines, cannot be solved independently, the next step is to initiate a voice- or videocall between the technicians on site and experts. Since the experts then only have their language to guide the caller, complex communication tasks arise in addition to the technical problems, which are intensified by the lack of spatial orientation of the expert on the shop floor or by additional factors, such as language differences with non-native speakers or loud ambient noise.

FLUX REMOTE uses modern augmented reality technology that extends existing tools with visual aids directly in the context of the problem. Our technology enables experts to take a direct look at the caller's room: they can mark places, place diagrams and explanatory videos, or simply visually highlight the target point of the next action. In this way, cumbersome communication loops can be abbreviated and terms introduced by speech, such as the type designations of components, can be visually secured in order to ensure successful and efficient communication.

With FLUX REMOTE, you create a shared space between experts and callers in which they can efficiently solve their task collaboratively.

Availability:

- Smartphones running Android or iOS (devices newer than 2017 recommended)
- Web-based version available in Q3/2020



Advantages and added values through FLUX REMOTE:

- Increased performance of deployed personnel through more service time instead of travel time
- Direct interaction through simple gesture control and voice commands
- Optimization of instructions by placing visual clues in augmented reality
- Savings potential for individual service cases of up to 50%
- Reduction of plant downtime through immediate support
- Effective quality control through real-time feedback
- Reduction of travel costs for service technicians
- Removal of communicative barriers
- Easy integration into existing IT infrastructure
- Secure communication according to GDPR
- Can be used directly without preparation, you can get started right away!

If you would like to know more, simply contact us, visit our demo room in Rheda-Wiedenbrück or write us a message.

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