Software and hardware comparison
for remote services

Use case specific evaluation

	RE FLUX **REMOTE**	Provider
CONNECTION		
Remote Call capability	✔	
Video connection: bidirectional between technician and expert	✔	
Audio connection: bidirectional between technician and expert	✔	
Chat function: bidirectional between technician and expert	✔	
Support of both wifi and public mobile network (LTE, UMTS, 5G)	✔	
Automatic adaptation of the video quality to the bandwidth	✔	
Automatic reconnection after network failure	✔	
Desktop sharing	✖	
Desktop sharing with control permission	✖	
SESSION		
1:1 connections (one technician with one expert)	✔	
n:m connections (many technicians with many experts)	✖	
Session initiated by technician	✔	
Session initiated by expert	✔	
ANNOTATIONS		
Audio annotations	✖	
Speech to text annotations (can be stored as text instead of audio)	✖	
Take Screenshots as technician	✔	
Take Screenshots as expert	✔	
Ability to set / draw AR remarks (pointer, circle, freehand, etc.) by technician	✔	
Ability to set / draw AR remarks (pointer, circle, freehand, etc.) by expert	✔	
Set/draw AR annotations (arrow, circle, freehand, etc.) as technician	✔	
Set/draw AR annotations (arrow, circle, freehand, etc.) as expert	✔	
Freeze video lifestream as technician	✔	
Freeze video lifestream as expert	✔	
2D-marker recognition (QR-code or image detection)	FLUX AR with FLUX Remote integration	
DOCUMENTATION		
Picture: Image capture to keep as evidence	✔	
Picture: Long term storage of pictures	✔	
Picture: Initiation of capturing by technician	✔	
Picture: Initiation of capturing by expert	✔	
Video: Record and store videos	✖	
Video: Long term storage of videos	✖	
Data transfer (image, video, PDF, audio, etc.) between technician and expert	✔	
Save the GPS location of the technician/ expert	✖	
Automatic report generation as Word/ Excel/ PDF	✖	

	FLUX REMOTE	Provider
SECURITY, ROLES AND PERMISSIONS		
Encrypted transmission	✔	
Encrypted storage of captured videos/images	✘	
Only defined users can enter or initiate a connection	✔	
Login needed by technician (user name and password)	✔	
Login needed by expert (user name and password)	✔	
Approved direct calls for technicians without login	✔	
Two-factor authentication supported for technicians and/or experts	✘	
Two user roles: admin and normal user	✔	
Admins can create, update and delete users	✔	
END DEVICES AND AVAILABILITY		
Smartphone (Android)	✔	
Smartphone (iOS)	✔	
Tablet (Android)	✔	
Tablet (iOS)	✔	
Computer/ Laptop (Windows)	✔	
Augmented Reality glasses	✘	
Computer/laptop to smartphone/tablet	✔	
Computer/laptop to computer/laptop	✔	
Smartphone/tablet to smartphone/tablet	✔	
Software is easily accessible to customers	✔	
Intuitive installation and operation	✔	

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

Christian Terhechte
CEO
Phone: +49 (0) 5242 5500079
christian.terhechte@raumtaenzer.com

A product of: RAUMTÄNZER BE EXPERT