AUGMENTED REALITY REMOTE ASSISTANCE

Our remote technical assistance solutions connect technicians on the shop floor or in the field with remote experts, allowing them to collaborate and share information in real-time and hands-free, improving quality and productivity, without travel cost.

Main Features

Technician and remote expert(s) are sharing views and communicating in real-time and hands-free.

Remote experts can easily share any relevant documents, pictures, or video with the local technician.

Remote experts can "screenshot" or take video of anything the local technician is seeing, and add notes or directions to the images in real-time for the local technician to follow along.

Remote experts can zoom in remotely to highlight important details, and direct the local technician's attention using a "red-dot".

Multiple remote experts -possibly from different places around the world- can provide support simultaneously, working as a team.

Integrated with digital work instructions, context-specific procedures and documentation can be created and accessed when and where needed.

Compatible with a wide range of devices such as smartphones, tablets and smart glasses.

Use Cases

Inspections	Troubleshooting	Maintenance and Repairs
Customer Support	Value-Added Services (Remote Assistance Package)	Tacit Knowledge Capture

Benefits

- **Improve communication** by making it easy to establish a connection between one or more remote experts and the "deskless" technician on the shop floor or in the field.

- **Decrease maintenance and repair downtime**, with real-time collaboration, between remote experts and technicians, on a faster diagnosis and better solution.

- **Reduce cost** by saving a lot of money on travel time, travel cost and lost productivity.

- **Increase revenue** for vendors of equipment, MRO or engineering services, by offering a remote assistance package to their customers.

- **Allow seamless escalation** of support calls to remote experts with context-specific action management procedures.

- **Enable tacit knowledge capture with s**creenshots and first-person-view video materials that can then be used for effective training purposes or step-by-step digital work instructions.

About Gemba Systems Inc.

Gemba Systems Inc. supports manufacturing companies in the digitalization of their operations, especially focused on improving their manufacturing execution systems. We help companies navigate the complex and fast-evolving landscape of "smart manufacturing" and the Industrial Internet of Things. We offer guidance, tools, and hands-on support in the selection and implementation of those industry 4.0 technologies that will best support our clients' most critical business processes, and the people who perform them.

People

Our expert team will guide you through your digital transformation and operational excellence journey with the following services:

- Digital strategy development and execution support
- Needs assessment and opportunity prioritization
- Cost / benefit analysis, ROI assessment, and project justification
- Functional specifications development
- Vendor selection
- System implementation and integration
- User training and support
- Project planning and execution support

Processes

Gemba Systems will help you achieve your digitization, digital transformation, and operational excellence goals by implementing effective and efficient processes that deliver the best total return and realize the intended value of your solutions, from planning and assessment through testing, deployment, operation, and continuous improvement.

Technology

Gemba Systems Inc. offers guidance, tools, and hands-on support in the selection and implementation of proven or promising Industry 4.0 technologies, such as augmented reality (for digital work instructions and inspections, remote technical assistance or warehousing operations), real-time asset location tracking, productivity (OEE) reporting, advanced planning and scheduling, and more.

For more information, please visit www.gemba.systems or contact us at alain@gemba.systems.

GEMBA ™
SYSTEMS