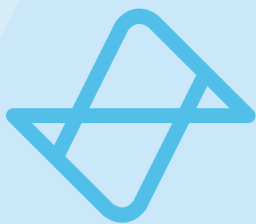




Mobile worldwide collaboration in service and maintenance



Remote
Maintenance
Assistance



Augmented
Reality
Assistance

Mobile worldwide collaboration in service and maintenance



Customer loyalty Master challenges in service and maintenance. Excite your customers with fast, comfortable and secure service.



Reduce downtimes Accelerate your service processes. With our solution you can solve problems directly and easily, so that your machines are back in use faster.



Minimize travel costs Our solution connects technicians and experts independent of their location. This makes cost and time intensive travels of experts unnecessary and increases the efficiency of your service processes.

Features

Collaboration



Live video

Remote Maintenance Assistance connects experts with remote service technicians by an interactive video conference.



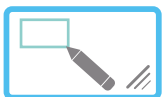
Mobile optimized

The video is optimized depending on the data connection. This way a connection is possible even with low bandwidth mobile connections.



Knowledgebase

Shared access to files like manuals, instructions or screenshots / archived sessions.



Screenshot and whiteboard

Take screenshots and watch them together. Make annotations to highlight specific areas.



Share Screen / Remote Control

The expert can remote control measurement devices or PCs, to adjust settings or monitor results.



Group and user management

Organize contacts / users in virtual teams. Experts and technicians can be in different, globally acting teams.



Anonymous users

End customers can use Remote Maintenance Assistance fast, easily and without login, to request help in service cases.

Flexibility



Smartglasses

Remote Maintenance Assistance can be used on smart glasses like the VUZIX M100 / M300 or the HMT-1. This way the service technician has both hands free.



HoloLens

Get to the next step of industrial maintenance with Augmented Reality and the Microsoft HoloLens.



Browser

Remote Maintenance Assistance can be used without installation directly in a webbrowser (Chrome/Firefox).



Desktop application

For Mac and Windows systems a comfortable desktop application is available, which can be (pre)installed on company PCs.



iOS and Android apps

iOS and Android apps are available for smartphones and tablets.

Machine access



Remote Control

Our solution offers possibilities to remote control / remote view machines or service PCs. The expert can use remote control directly in the browser.



Industry 4.0 retrofitting of existing plants

Through our cooperation with Salt & Pepper and Harting existing plants and machines can be made ready for Industry 4.0, by using the industry computer "MICA". Our solution is an interface to the acquired machine data.



Maschine data

Sensor data of machines can be integrated and viewed to get a complete impression of the service case.

Customization and Integration



Flexible hosting

Software-as-a-service solution to fast and easily improve your service. On-premise solution for individual hosting.



Integration

Remote Maintenance Assistance can be integrated into existing company IT, for example by using interfaces to enterprise software or integrating it into the company website.



Custom

Remote Maintenance Assistance can be individually customized to your company, for example by using the corporate design.



Custom apps

We create personalized iOS and Android apps using corporate designs.



Development

We offer to develop new features individually to your requirements.

Security



Encryption

Remote Maintenance Assistance was developed in Germany by engineers and computer scientists. We are using the highest security standards and exclusively encrypted (SSL) data transmissions.



Hosting in Germany

The security of your data is very important to us. Our SaaS systems are hosted in Germany, and your data is protected under German data protection law.



Exclusive hosting / On Premise

You can let our solution be hosted On Premise (exclusive and autonomous) by using us as hosting provider or host it inside your own IT. The On Premise solution can be upgraded, integrated or customized.



Augmented Reality in service and maintenance



Consulting

We will advise you regarding AR and present the possibilities of the next step of digital service processes.



Concept

According to your individual requirements we will create a concept for using AR in your company.



Development

Our experienced developers will realize the concept and we will support you with introducing and using the soft and hardware.

Possible Applications for AR in service and maintenance

- Expert support with live video with transmission of Holograms.
- Visualise specific data and models prior to deployment.
- Show and work through step by step instructions, supported by visual examples.
- Visual support for installation and construction of machines.
- And many more possible applications depending on your individual requirements.



Would you like to try our solutions or shedule a live demonstration?

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