

# VISUAL SERVICE

Mobile ready, visual assistance for “Over the Shoulder” support



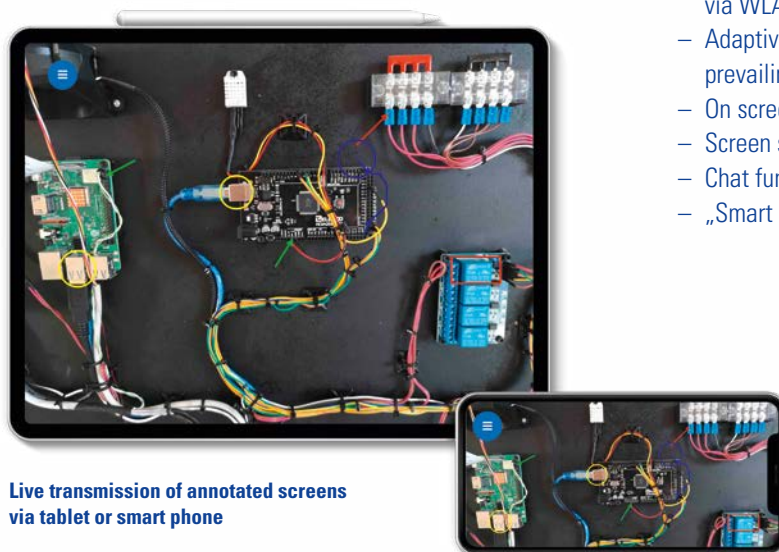
Starting screen of the application

Recovery from unplanned downtime is critical when a system exhibits problems or complete failure. Waiting for a service technician to arrive, even if only a short delay, may not be acceptable especially if the issue can be resolved easily.

In addition to using the Global Control as a portal for troubleshooting, adding the sense of “sight” to the troubleshooting process increases first time fix rate and overcomes terminology and language barriers that may exist.

## FEATURES AND BENEFITS:

- Works on smart phones and tablets (iOS or Android) via WLAN, GSM or LTE connection
- Adaptive image transmission adjusts automatically to prevailing bandwidth
- On screen annotations for additional guidance
- Screen sharing for collaboration with technical information
- Chat function automatically translates multiple languages
- „Smart Glasses” for hands free use (optional)



Live transmission of annotated screens via tablet or smart phone