

# Remote Customer Service with **ADTANCE Support**



# About us

## Who is ADTANCE?

ADTANCE is a global full-service provider for the digitization of industrial after sales service. In addition to consulting and hardware, ADTANCE offers the innovative Smart Service Platform, including customer-specific software solutions.

With the All-in-One Smart Service Platform you can optimize your customer service, from ticket to predictive maintenance systems and open up new business opportunities. No matter whether you are just starting with digitization or have been taking advantage of this opportunity for years, the Smart Service Platform is flexibly adapted to your needs and is ready for immediate use.





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# ADTANCE Support

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Remote Customer Service with  
Smart Glasses & More



# Overview ADTANCE Support

## What is ADTANCE Support?

ADTANCE Support like every ADTANCE module is integrated into the ADTANCE Smart Service Platform and offers your company the possibility to provide service, inspection and maintenance for your customer remotely.

The chat- and video-based service system uses a livestream to simplify communication between one or more experts and field workers, even when they are far away. The solution can be implemented by using mobile devices such as smartphones & tablets, by wearing a smart glasses or using stationary cameras (ADTANCE Fieldstreaming).







# Use Cases of ADTANCE Support

Support in all possible fields

## Provide Assistance



Support employees and customers with your technical know-how from a distance in case of short-term problems.

## Technical Acceptance



Perform maintenance and inspections remotely with the help of instructions from a technical expert.

## Support of Suppliers



Get support from your suppliers by providing them access to the support platform.

## Trainings



Use the video livestream to train service technicians and employees directly on the machine under instructions.



# Assistance with ADTANCE Support

## Guarantee support always and everywhere

- Offer fast problem solving from a distance
- Support customers or employees with a quick glance at the problem
- Guarantee immediate problem solution for at least minor problems
- Save travel time and react quickly to problems

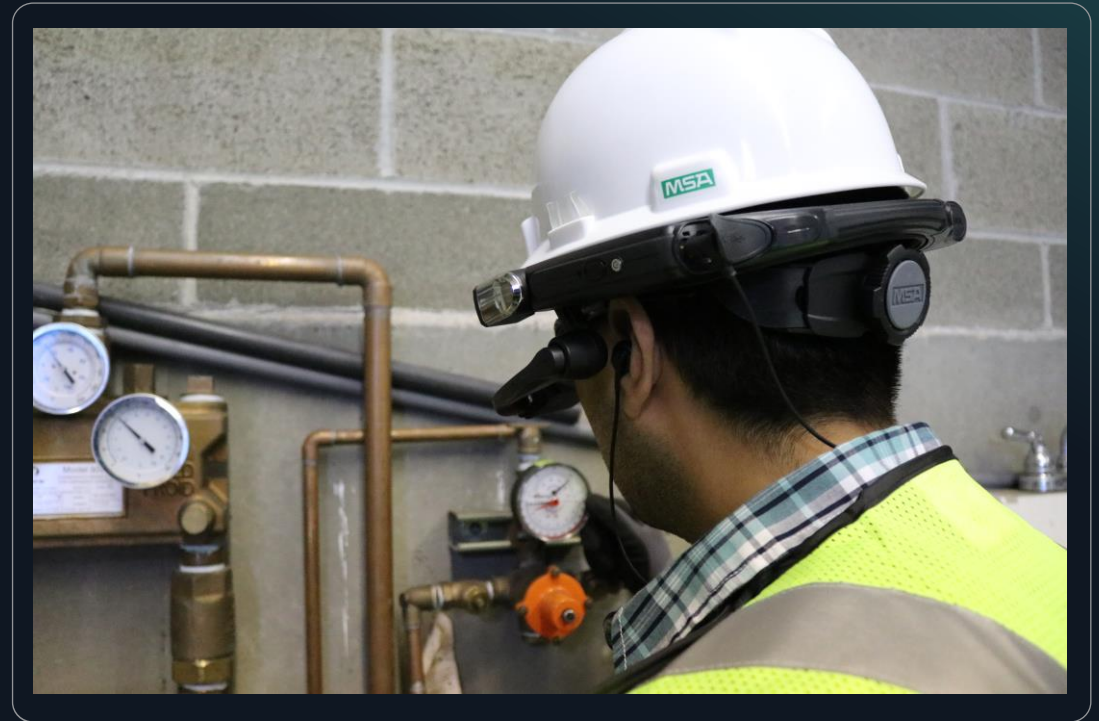




# Technical acceptance with ADTANCE Support

## Remote Maintenance and Inspections

- Direct competent service on basis of a video livestream
- Service expert can view the field worker's field of vision on his monitor thanks to the smart glasses worn by the field worker.
- Experts can remotely support employees in the field at the machine
- Field workers without specific know how can perform maintenance and inspections based on the expert's instructions
- Screenshots of the field of vision and markings in the field of vision of the field worker are possible

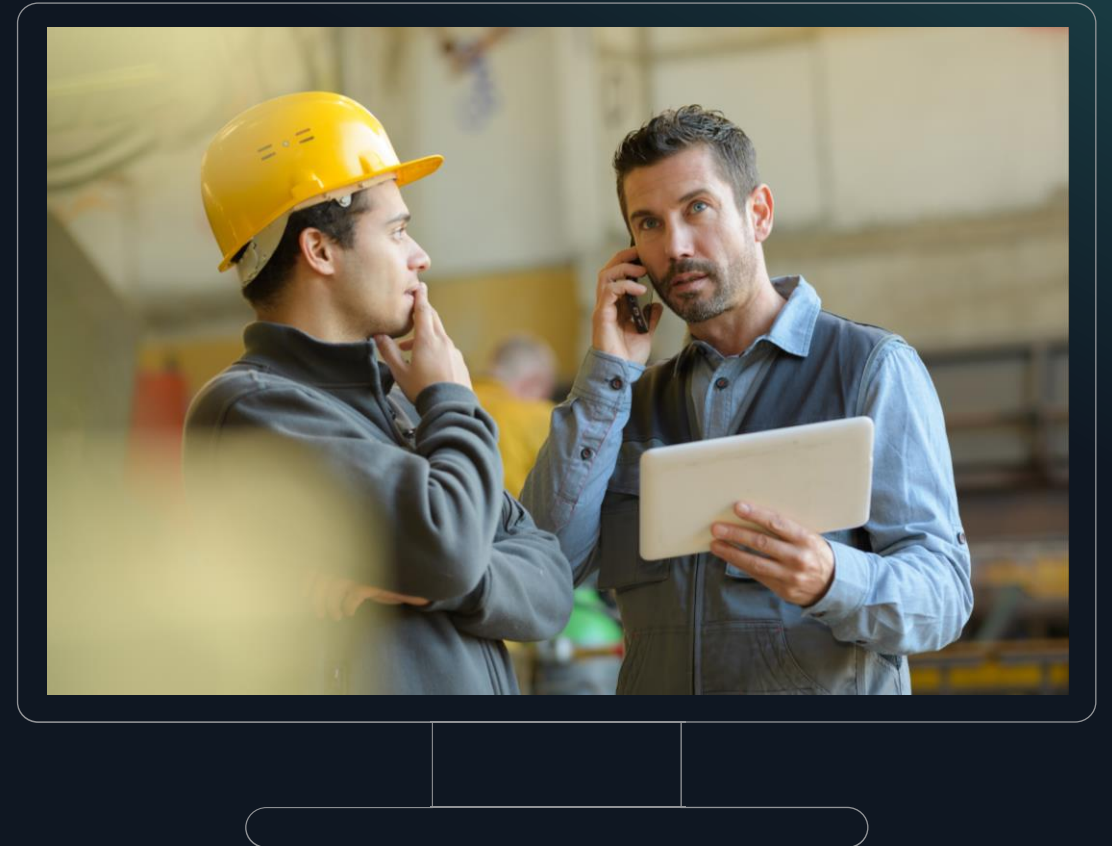




# Support of Suppliers with ADTANCE Support

Benefit from your suppliers know how in case of problems by giving him a live view of the affected product.

- Provide your supplier with the access to ADTANCE Support
- Start a support session with your supplier using a smart glass and computer
- Use the smart glasses to show the supplier the problem you have with the product
- The supplier gains insight into your field of vision on his computer monitor and can provide his know-how for problem solving



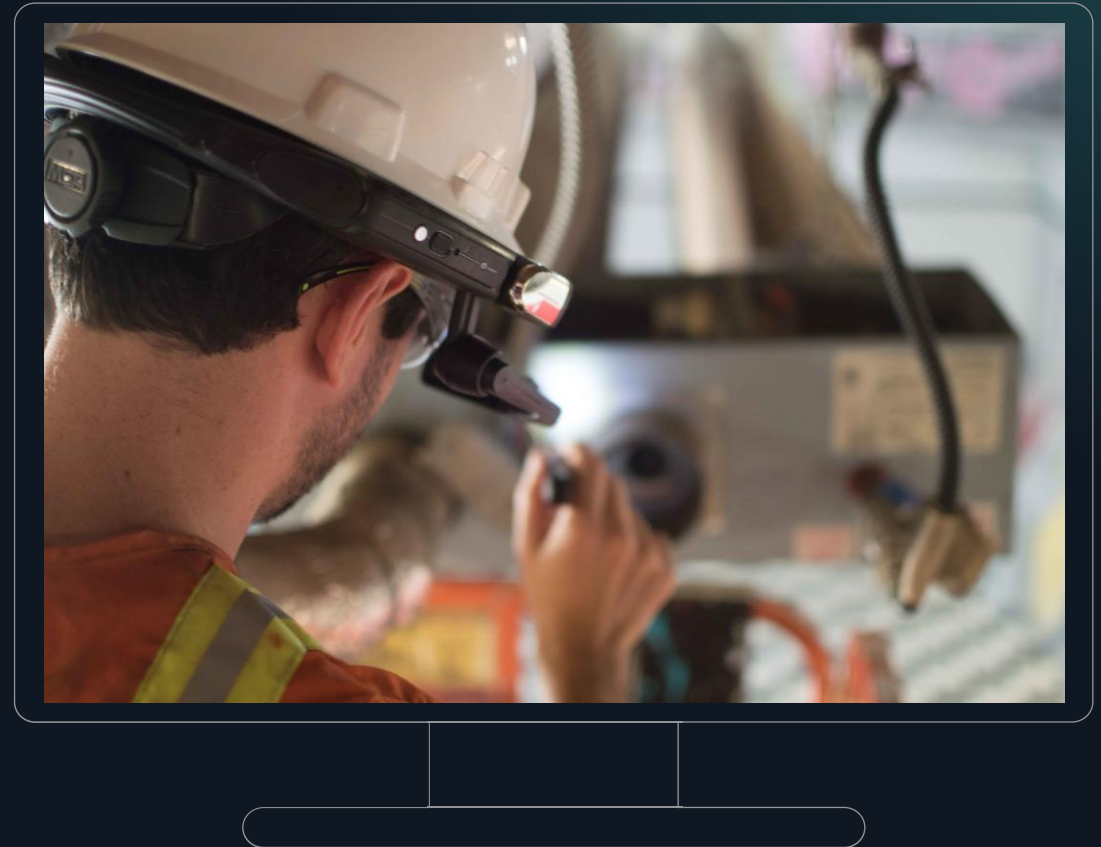




# Trainings with ADTANCE Support

**Practical, illustrative and effective training  
directly in the field**

- Train your service experts and employees via video livestream
- Train your service experts or employees with direct practical experience on the machine
- Communicate from a distance and give instructions and tips, if necessary





# Advantages with ADTANCE Support

- Immediately ready for use
- Access with smart glasses, tablet, smartphone and computer possible
- Service experts do not have to be present on site for every maintenance task
- Unlimited number of participants worldwide in one session
- Integrated language program which can translate over 147 different languages immediately
- No integration into your existing processes necessary
- Layout in your corporate design

Increase your:



Reaction and  
Troubleshooting  
time



Customers plant  
availability



Customers'  
productivity

**SO THAT your customers...:**



... are highly  
satisfied



... use your  
service  
increasingly  
often



... buy more of  
your products



## Advantages of the Smart Glass combined with ADTANCE Support

- Hands-free working
- Clear picture and sound transmission
- HD camera for video recording and taking pictures
- Shock & water resistant
- PPE compatible\*
- Dust tight
- Built rugged\*\*





# ADTANCE Support with the ADTANCE Fieldstreaming Solution

## About

- Fieldstreaming with stationary cameras
- Based on the new ADTANCE Support version
- Image/video of multiple stationary cameras (e.g. positioned around a machine) can be accessed
- Stationary cameras are entered into the IMS by ADTANCE
- Customer himself can manage and connect cameras in ADTANCE Support
- Viewing angle / tilt angle (for automated, moving cameras) & zoom can be controlled remotely



## Advantages

- Holistic view of the plant, machine or similar ensured
- Hands-free working
- View of the machine from several viewing and inclination angles at the same time
- Clear image and sound transmission





# ADTANCE Support at work

## Success Stories of our Customers



"Beside faster problem solving, ADTANCE Support increases the innovative power as well, as it provides the entry technology for further innovations such as Augmented Reality."

Dr. Christian Blaufelder, Customer Interface & Development, Technical Service



"With ADTANCE Support we can support our customers faster and significantly reduce downtimes."

Thorsten Leidreiter, Service Manager Europe



"With ADTANCE Support as a video-based, audio-visual solution, even in the corona crisis we were able to carry out approval processes together with our customers."

Dr. Christian Blaufelder, Customer Interface & Development, Technical Service



"With ADTANCE Support we were able to create a user-friendly and customer-friendly service solution that reduced error analysis times to a minimum and increased customer satisfaction."

Lars Albermann Service Manger FRIMO Group



# optimizes its customer service by using ADTANCE Support



## Challenges and Solution in the Field of Technical Service

### Challenge:

- Providing knowledge of experts at every location
- Guarantee fast service worldwide
- Long waiting times for service and repair work result in downtimes

### Solution:

- Realtime service by using a video live chat
- Expert helps with solving the problem
- Usage of smart glasses for hands-free working



Up to 60% reduction of travel costs



Up to 60% less down time and travel time



Up to 90% faster support service



# implemented ADTANCE Support to offer innovative, optimal service



"The introduction of Messer Visual Service enables us to open up new business areas. Together with ADTANCE, we are ideally equipped to deal with our customers' enquiries."

Jeffrey Bennett, Global Product Manager After Sales Service

## Challenges and Solution in the Service Sector of the Metalworking Industry

### Challenge:

- Long waiting times for troubleshooting services
- The need for the involvement of multiple people in the troubleshooting process
- Guarantee high efficiency level of the running machines despite emerging problems which may result in downtimes

### Solution:

- Real-time troubleshooting without waiting times using video-based service solution
- Hands-free working by wearing smart glasses to perform work safely without the need of an other person
- Recording of the problem-solving process so that when the problem recurs it can be easily tracked and solved



**LESER**  
The-Safety-Valve.com

## implemented Digital Approvals of Safety Valves with ADTANCE Support



### Challenges and Solution in the Sector of Approvals of Safety Valves

Challenge Emerged as a Result of the Corona Crisis:

- Travel bans, contact and distance regulations
- Continue approval process of safety valves despite the need that the inspection has to expire under the eyes of the customer

Solution:

- Complete digitization of the approval process
- Real-time transmission of the inspection for the customer using video-based service solution and smart glasses
- The LESER inspector shares his field of vision live so that the customer can follow every step
- By the integration of loudspeakers and microphone in the smart glasses the customer can communicate comments and special requests to which the inspector can act accordingly





## offers faster and more efficient customer service with ADTANCE Support

### Challenges and Solution in the Field of Production System Manufacturing

#### Challenge:

- Increasingly high expectations of machine availability
- High customer expectations for reliable, fast and efficient service
- Fastest possible troubleshooting

#### Solution:

- Audio-Visual fault analysis by the video-based service solution
- Easy handling and flexibility during the troubleshooting process through the software's applicability on smart glasses but also on mobile devices
- Customers can share their field of vision when a problem on a machine occurs with a FRIMO expert who has the visual representation of the problem on his desktop and can quickly identify the source of the problem





# Our Customer Benefits with ADTANCE Support



**Saving Time**



**Counteracting Lack of specialist staff**



**Saving Money**

So that:



**The outcome increases**

More resources are gained for:



**Further innovations**



**Research & development**



# Your Added Value with ADTANCE Support

**Simple, Smart Service to the Complete Satisfaction  
of Your Customers by:**



**Service in real-time:  
Nothing could be  
faster**

**Automatic  
reporting**



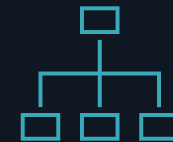
**Paperless  
working**



**No  
language barriers**



**Less organizational  
effort**





**For Further Questions  
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