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**AUGMENTED
REALITY
2020**



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AUGMENTED REALITY 2020

SMART

SMI Help Desk renews itself and becomes even more customer-oriented, offering a new after-sales tool that makes support easier, quicker and smarter: augmented reality glasses.

What the operator is seeing is displayed in real time on the computer screen of SMI Help Desk technician, thus troubleshooting is significantly improved.



EASY TO USE

This **smart tool** is not only efficient, but also easy to use. Its functioning consists of a few simple steps:

- ▶ In case of a machine problem, the operator wears augmented reality glasses and frames the **QR code license**
- ▶ The machine operator is put in contact with **SMI Help Desk**
- ▶ The view the operator sees is replicated on the computer screen of **SMI after-sales** technician
- ▶ This audiovisual assistance allows **SMI** technician to guide the operator and help him solve the problem quickly



Watch the VIDEO

CUSTOMER ORIENTED

Augmented reality glasses offer several advantages for SMI customers:

- ▶ Since **SMI Help Desk** performs audiovisual support, the operator doesn't need to send emails with heavy attachments to receive assistance
- ▶ The fact that **SMI** technicians can access real-time images and videos of what the operator is seeing enables to perform a guided troubleshooting process and to solve problems more easily and quickly
- ▶ **SMI Help Desk** can send specific documentation to the operator's glasses, by making the communication between **SMI** and the customer easier
- ▶ This system allows to overcome physical distance and **cut on costs** of on-site interventions
- ▶ Machine down time is reduced, with great advantages for customers in terms of **time saved and productivity level**

EASY TO GET

SMI customers can benefit from this new support tool by subscribing an annual contract including glasses and a software license; in particular, in order to make use of it, the following equipment is required:

- ▶ Augmented reality glasses with a 1-year valid license
- ▶ Wi-Fi IEEE 802.11a/b/g/n/ac network connection
- ▶ Internet speed recommended for video streaming
- ▶ QR code license to access the service