

GERMAN AUTOMATION ENGINEERING



Augmented Reality - get real with SAR





Remote maintenance and support





You call us to report a system malfunction...

...you are stressed out...

...you try to explain the problem to us over the phone...

...we establish a remote connection to your system...

...at the same time, you try to describe the configuration of your system to us...

...and many times, you end up focussing on things that are not actually relevant in terms of detecting the fault.

As a result, we end up having to make our way to you by car or by plane to solve the problem on site



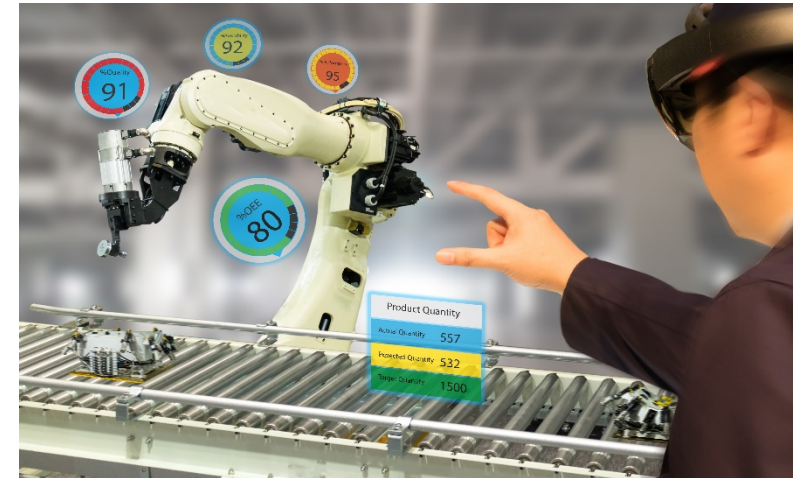
The solution:

Augmented reality - SAR is on site within 5 minutes - wherever you are in the world.





- Thanks to xAssist, our experts can get directly connected to your glasses
- Our support staff can therefore see what's going on at your premises in real time
- They can thus gain an understanding of what the problem is
- They can give you precise instructions
- You can also ask the experts any questions you may have



Our experts do not have to travel to your location to solve the problem any more



- By scanning a QR code, you can establish a connection between the AR glasses and the SAR server
- You and the experts can call each other
- Thanks to the camera, the experts can see the customer's surroundings
- By means of the loud speaker and the microphone, you can communicate with our support staff

expert1	Expert1	ubimax		Deutsch	11.04.2019 14:41	15.05.2019 06:59	online	
glasses1	glasses1	ubimax	Siemens Valeo	Deutsch	12.04.2019 12:07	11.05.2019 10:08	offline	



- In addition, images can be projected onto the glasses
- Parts of an image can also be highlighted
- You can take pictures or make a video
- You can work with both hands as you don't have to hold a telephone
- You can communicate directly with the experts
- The experts can see what you see - or what they have to see



Workflows



- Rare or complex maintenance tasks
 - New and inexperienced personnel
 - Complex production processes
- ... and all of that without enough time for proper training



- Thanks to the allocation function, **repetitive tasks** can be allocated to certain pairs of glasses
- Should **routine maintenance** or similar tasks need to be performed, the operator using the glasses can select a workflow independently and can work their way through it



- The system is set apart by its **user friendliness**
- In addition, the applications feature an **intuitive** design
- **No time-consuming training** is required
- Last but not least, the participants and the jobs to be performed can be **managed centrally**



[1] Image taken from <https://www.ubimax.com/de/news/dynaedge-blog-de.html>

[2] Image from Ubimax

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Visit our website at www.sar.biz

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