Microsoft Remote Assist

FACTSHEET: **MICROSOFT REMOTE ASSIST**

WHAT IS REMOTE ASSIST?

Subscription based software which allows field engineers to get help from a remote expert through Smartphone or Microsoft Hololens.

BENEFITS

- Save on travelexpenses
- Solve complex problems with less knowledge
- Higher first time fix percentage
- Runs on IoS and Android devices
- Let the expert support multiple less experienced engineers
- Seamless implementation with Microsoft products
- Combining Hololens 2 for better ergonomics

FUNCTIONALITIES

Help can be given by using the following options:

- 3D annotations
- Taking/sharing photos
- sharing documents and video
- contact several experts at the same time.

The expert can see everything that the Remote Assist user sees, and they can holographically draw and annotate together.

The demand for experts in the field of maintenance, assembly and audit is increasing at technical organizations, while the supply is decreasing. Knowledge must be guaranteed and transferred in case of personnel changes that are not uncommon in this industry. An expensive process. In addition, due to internationalization, it is not always possible to physically fly in an expert for a maintenance or repair job.

By using Microsoft Remote assist it is possible to share knowledge remotely from Expert to technician on location. As a result, not every technician on site needs to have the specific knowledge, and no expertise is required.

HOW IT WORKS

Call the expert with the Microsoft Hololens or an apple or android device. The expert can watch the mechanic from anywhere with internet via video and audio. The expert can give augmented instructions that appear on screen at the mechanic. In addition, the mechanic can use docu-

ments available from other Microsoft products. If it is necessary to have several experts watch, several experts can call in on the same call.

MONTHLY SUBSCRIPTION

Microsoft works with a monthly subscription. This can be purchased per user. When a remote assist call is executed only the user requires a Remote Assist license. The expert uses a Microsoft Teams account.

IMPLEMENTATION

Recreate offers the service of consultancy and implementation of the license and product. An inventory is made per license of the possibilities on implementation and consultancy.

OTHER ERP IMPLEMENTATIONS

If Microsoft Remote Assist does not work for your organization because you do not use Microsoft Dynamics.Then it is possible to use the Recreate remote assist instead.

RECREATE

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