



ALWAYS BY YOUR SIDE -
DIGITAL AND COMPETENT

Communication takes place via **live video streaming** so that the HESS technician can see exactly what you see. This enables precise diagnosis and provide focused instructions.

Smart is integrated into the **Smart**, which allows centralised communication and request management. You can create service requests and join video streams.

Use via **various devices**:
Smartphone, tablet or Smart data glasses

Secure **QR code-based access** via mobile device without installing any app



BE PART OF
OUR EVOLUTION...



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A member of **TOPWERK**



REMOTE
ASSISTANCE SOLUTION



We put concrete into shape.

www.hessgroup.com

YOUR ADVANTAGES

- ▶ Remote support enables fast troubleshooting, significantly reduced downtimes and therefore increased productivity of your plant.
- ▶ Using live video streaming, we provide you with focused and precise support. Noise cancellation of the smart glasses ensures clear communication even in noisy areas.
- ▶ Flexible use via smartphone, tablet or data glasses
- ▶ Remote support reduces potential travelling costs and the time required for technicians, which reduces your costs. The integration of Smart into the Smart allows you to create and manage service requests centrally and easily join video streams. This optimises your communication processes and increases efficiency.

SCOPE OF SERVICES

- Access to the Smart application in the Smart (creation of a service request)
- Use via customer smartphone or tablet
- Optional:
Hands-free solution Smart data glasses

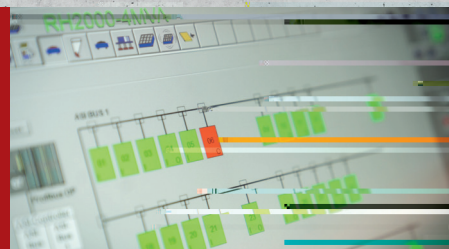
Have we sparked
your interest?

Request further
information via
smartfamily@hessgroup.com
or simply scan
the QR code



SmartVision

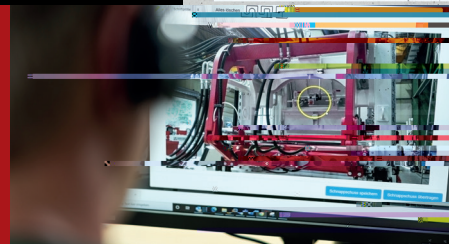
REAL-TIME SUPPORT



Quicker troubleshooting
Detect and analyse the problem faster



Remote Support
Fast problem solving without the need
for an on-site visit



Live Video Streaming
Our technician sees what you see



Handsfree Solution
Smart data glasses