



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

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

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

BE PART OF
OUR EVOLUTION...



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REMOTE ASSISTANCE SOLUTION



- ▶ 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 *ss* into the Smart *n* allows you to create and manage service requests centrally and easily join video streams. This optimises your communication processes and increases efficiency.

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

Have we sparked your interest?

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



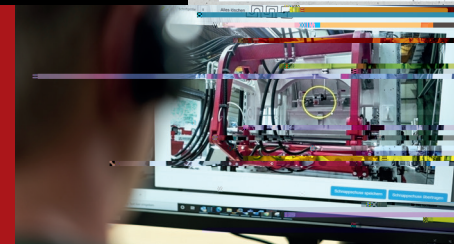
SmartVision



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 *ss* data glasses

REAL-TIME SUPPORT