



 Hitachi Solutions

ARRA for Field Service

Augmented Reality Remote Assistance
built for field service, designed by
industry experts, integrated with
Microsoft Dynamics 365.

Harness the power of
augmented reality for
field service

Save money and time by empowering
field service technicians with the future
of remote support.

Using augmented reality, technicians can interact
with in-office experts via live video using smart
glasses, a phone or a tablet.

ARRA for Field Service Allows Field Service Organizations to:

- ✓ Improve technician effectiveness via remote assistance that provides knowledge transfer and technician mentoring
- ✓ Increase first-time fix rates
- ✓ Reduce accident rates and improve worker safety
- ✓ Improve workforce retention
- ✓ Reduce travel expenses by allowing experienced technicians to provide remote expertise
- ✓ Utilize information within Dynamics 365 as well as from a live video feed to solve issues quickly and effectively

Key Features

Augmented Reality

Through the genius of augmented reality, technicians can utilize smart glasses to receive hands-free support, meaning workers are safer and more effective on the job. Alternatively, field technicians can leverage mobile functionality to receive real-time feedback via a tablet or smartphone. As a result, first-time fix rates increase, accident rates decrease and overall worker retention improves.

→ Live, Hands-Free Field Support

Through the use of smart glasses experienced technicians can literally see what their counterparts in the field are seeing. This vision, or augmented reality, allows senior service technicians to provide remote support, mentoring and knowledge transfer to multiple junior technicians.

→ Dynamic support

In-office experts can “mock up” the live visual they receive from field technicians by using icons, text, captions, arrows, dynamic tags, labels, diagrams, articles and pictures. These assets remain “fixed” in context, despite the location of the mobile device camera, while the software captures the interactions, snapshots and efficiencies of both sides.

→ Mobile Collaboration

Leveraging video functionality using a tablet or smart phone, field technicians can collaborate with in-office experts who are able to remotely view equipment in real time. With this capability the in-office expert can provide critical instruction to the field technician. Tools such as on-screen drawing can further extend the experts ability to convey effective instruction.

Integration with Microsoft Dynamics 365

Microsoft Dynamics users gain the benefit of a seamless integration with ARRA for Field Service, giving them a truly effective 360-degree view. Similarly, field service organizations can extend their capabilities even further by integrating ARRA with Hitachi Solutions Extended Field Service software.

→ Live Two-Way Video Communication

Integrated with Dynamics 365 Field Service, the ARRA app allows technicians to launch a live video call from within Dynamics 365. Using smart glasses or a phone or tablet, field technicians can leverage two-way video communication to collaborate with in-office experts, getting the assistance they need to do the job right on the first try.

→ Dynamics 365 Access

The remote expert's operator console provides a link to open up the work order in Dynamics 365 for the remote senior technician. This allows the remote technician to see what the field technician is seeing in real time. The field and remote users can interact within the live video feed and share knowledge articles, diagrams, captions and checklists in real time while enjoying joint access to any information related to the job, location, asset, etc. that has already been captured in the Field Service solution.

→ 360-Degree View

Through Dynamics 365, in-office experts can view work orders and information stored in Dynamics while simultaneously assessing a live situation. With a full view of customer information, past maintenance performed and requested, on-site equipment and more, the in-office expert can provide the most effective advice.

Why Hitachi Solutions

We offer deep industry expertise combined with decades of experience providing high-value solutions that deliver rapid return on investment. Our approach is designed to give you a faster, lower-risk implementation and rapid adoption through proven best practices.

1

It starts with core technologies built on the Microsoft Cloud, so you can get up and running quickly.

2

We extend that with our own industry modules that give you capabilities tailored to the needs of the field service industry.

3

Finally, we deliver a customized solution to provide the best fit for your business, so you can focus on your unique strengths, not on basic technology.