

AUGMENTED REALITY & REMOTE SUPPORT

WELCOME TO A NEW SERVICE EXPERIENCE



REWEIV

www.reweiv.io

REWEIV

Augmented Reality & Remote Support

REWEIV is the intelligent service platform for companies and supports their customers and employees with the help of augmented reality and live video (remote support).

Start a live video via Microsoft HoloLens and share your view with remote experts worldwide. These experts can optimally support you through real-time instructions.

Costs for unnecessary business trips by service technicians can be saved and service requests can be completely documented. If a trip is necessary, you are well prepared for the service case.

REWEIV is optimized for use in industrial and corporate environments with the HoloLens from Microsoft.



FEATURES

Augmented Reality & Remote Support



LIVE-VIDEO

Start a live video stream and share your view with a remote expert. These expert can connect to your HoloLens via web browser and support you optimally with the live video function. Virtual markers and symbols simplify communication and help overcome language barriers



DOCUMENTS AND MACHINE DATA

Visualize documents (e.g. operating instructions, data sheets, technical drawings) or machine data as virtual AR objects directly into the service technician's field of view with the help of Microsoft HoloLens. A QR code ensures access to the correct data linked with the machine.



HOLOLENS

Mixed Reality Device



Generation 1



Generation 2

REWEIV is optimized for use with Microsoft HoloLens. HoloLens is so-called head mounted device, your hands are always free and you can continue working actively while displaying information or broadcasting a live video.

HANDS-FREE

Your hands are free and you can continue working in parallel.

INTEGRATED PC

No cables necessary. You can move freely in the room. In addition, this provides safety with e.g. rotating machine parts.

PRECISE TRACKING

Sensors and depth cameras scan the room and the surrounding objects and enable interaction with them.

GESTURES AND LANGUAGE CONTROL

Intuitive control via hand gestures or voice commands.

COLLABORATION

As the environment continues to be perceived, interaction with the environment (e.g., colleagues) continues to be fully possible.



PROCEDURE

Service-Portal REWEIV®



START REWEIV APP

The service technician starts the REWEIV app on HoloLens.



SCAN QR-CODE

Scan the QR code on the machine with the HoloLens. The app identifies the machine.



LOAD DATA

The app automatically loads the most important data (images, documents) as an AR object.



GENERATE ADDED VALUE

Save travel costs, reduce machine downtime, increase First Time Fix Rate and customer satisfaction.



START LIVE VIDEO

If additional support is needed, you can start a live video to a web browser (remote support)



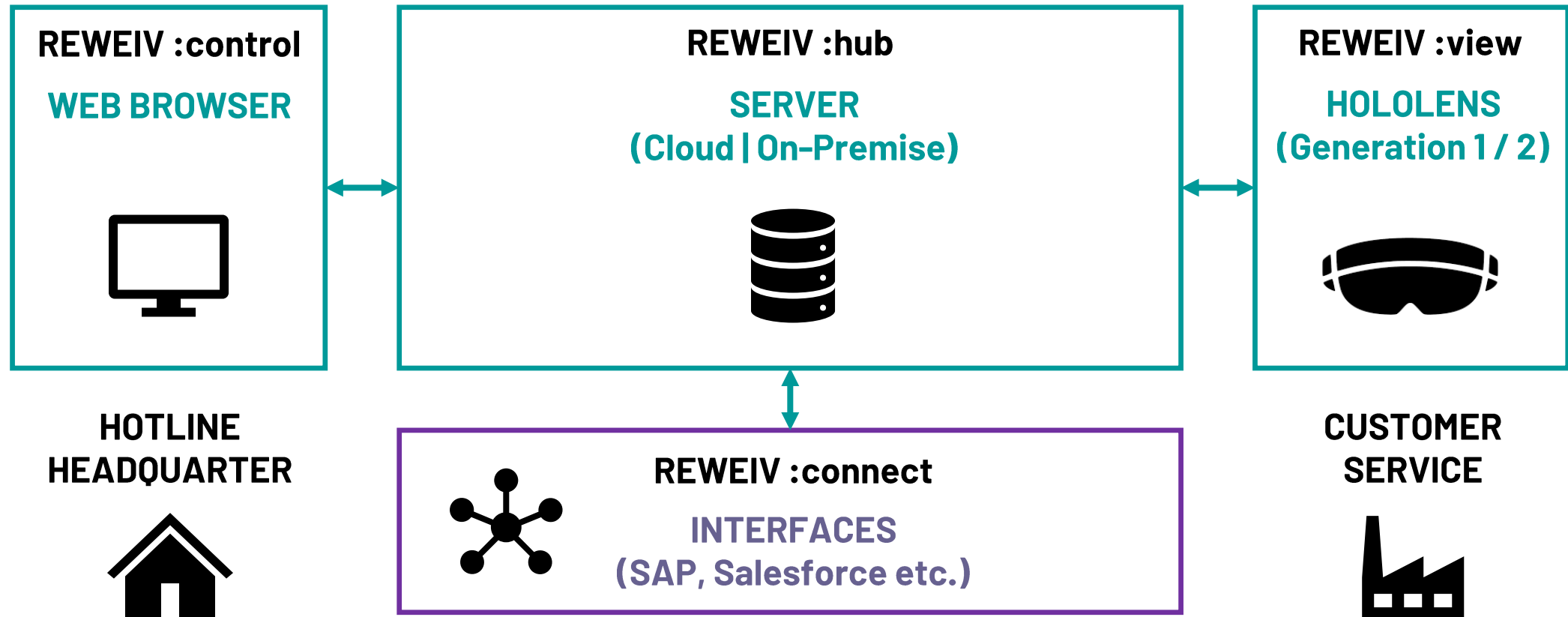
AUGMENTED REALITY & REMOTE SUPPORT

REWEIV IS NOT JUST ANOTHER STANDARD COMMUNICATION SOLUTION

comparable to numerous video conferencing or desktop sharing solutions. REWEIV can be seamlessly integrated into your corporate structure and supports your personal requirements!

SYSTEM ARCHITECTURE

Service-Portal REWEIV®



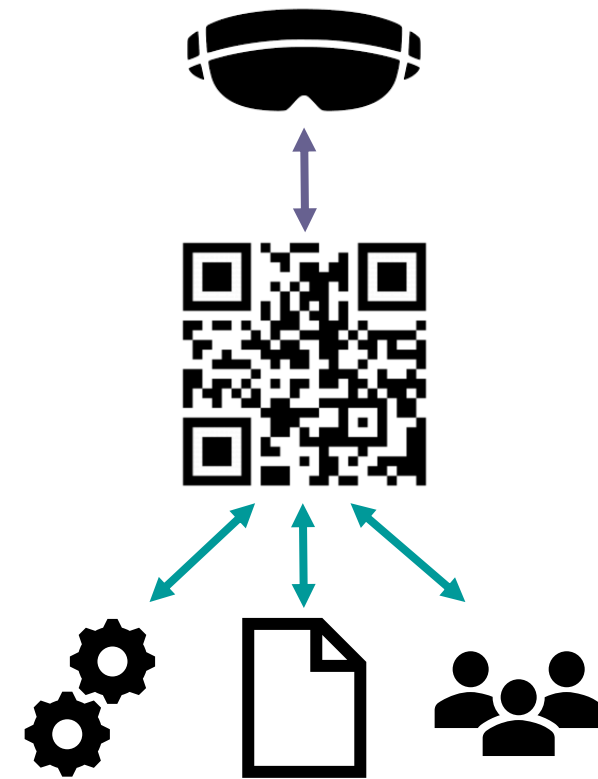
OBJECT REFERENCE

For communication with added value

For each object managed in REWEIV (machine, machine parts, etc.), a unique QR code is automatically created via the :hub (server). The object can be identified easily and error-free by the REWEIV app (HoloLens) at any time. Thus, the user already pre-selected information about the object are displayed. The search in long lists or a wrong selection is not necessary.

The QR code can be printed via the :hub and attached to the machine. It is also possible to display the QR code e.g. on a smartphone or a smartwatch.

Because the object is known via the QR code, customer-specific data can also be integrated via interfaces (for example, tickets, machine analyzes, etc.).



USER ROLLS AND RIGHTSMANAGEMENT

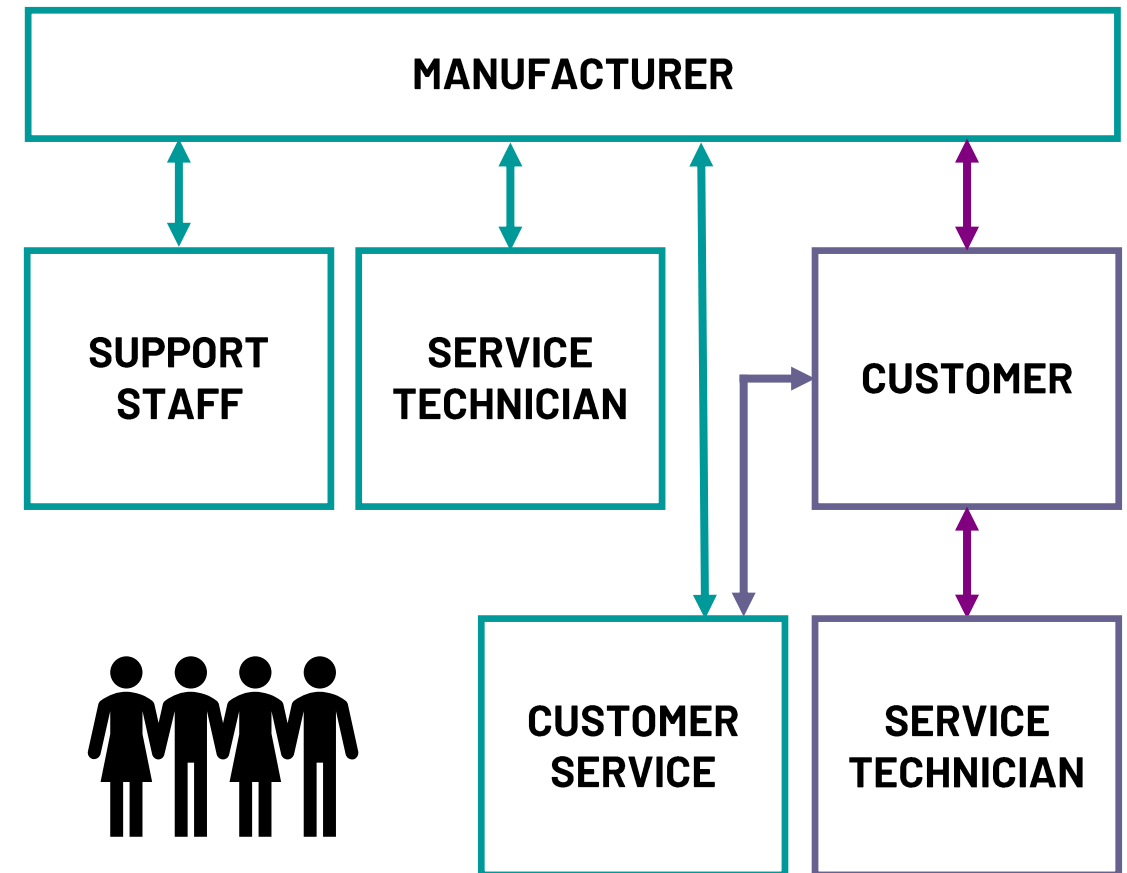
For a target group-specific communication

REWEIV has an integrated user role and authorization concept. This means that AR content is automatically only available for the right specific target groups. If desired, details or company internals remain hidden for some users .

The authorization concept also makes it possible to integrate easily your customers or external employees. Thus, REWEIV also offers you the basis for new business models in service and support.

„The information generated by the use of machinery and equipment will in future become the basis for business models.“

Fraunhofer IAO, Kurzstudie HERSTELLER-SERVICES 2022

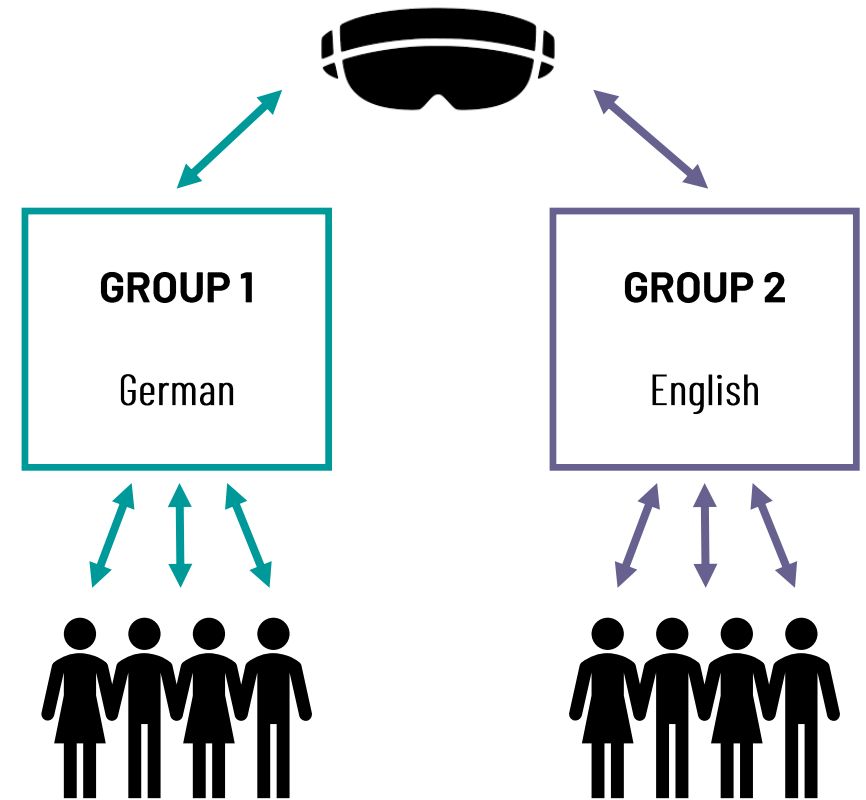


CONTACT GROUPS

For easy communication

Define your support contacts in contact groups according to expertise, language or availability. Therefore it is not necessary to know the right contact person for a problem. Using a contact group, a request for a live call is sent to all contacts stored in the group. The first user who accepts the request makes the call.

This increases the chance of finding the right contact person directly at the first contact as well as increasing your "First Time Fix Rate", i.e. solving a problem at the first contact request.

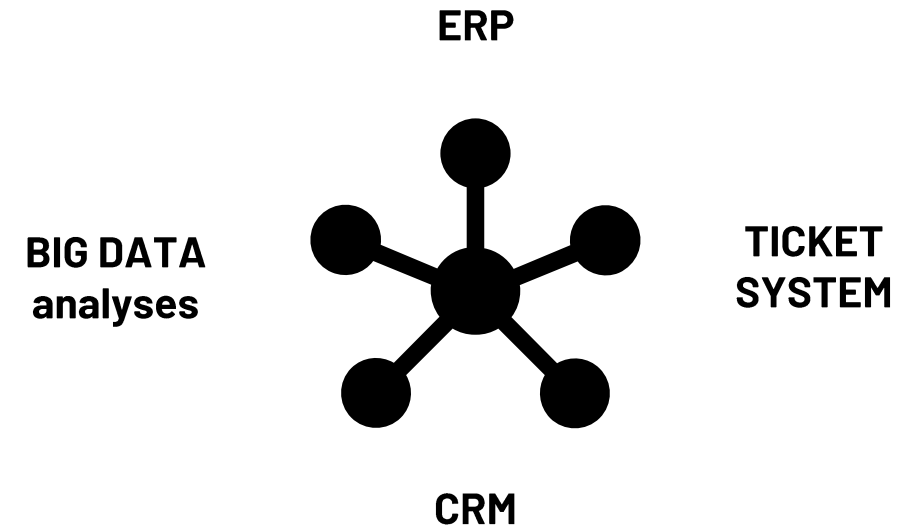


INTERFACES

For seamless integration

REWEIV is modularly developed and can easily be connected to third-party systems via interfaces and APIs. This means an optimal integration into the existing corporate infrastructure.

We would be pleased to support you with a customer-specific connection and develop REWEIV according to your requirements and ideas.



ADVANTAGES AT A GLANCE

Thinking one step further

CLOUD OR ON-PREMISE

REWEIV is designed for both the cloud and on-premise within your IT landscape. Decide for yourself!

BROWSER-BASED SOLUTION

No plugins or installation of client software required.

OPTIMIZED FOR MICROSOFT HOLOLENS

Intuitive 3D UI and optimized gesture control.

OPTIMIZED VIDEO PERFORMANCE

Reduction of frame rate instead of resolution.



USER ROLLS AND RIGHTSMANAGEMENT

Release of AR content for specific target groups internally and externally (e.g. customers, freelancers)

STANDARD QR CODES

Unique object reference via QR code

OPEN INTERFACES / API

Connection to external systems and integration into your existing infrastructure



ADDED VALUE

Advantages and possibilities

REAL-TIME SUPPORT

Respond immediately to incoming service requests and support your customers and technicians worldwide. Improve your Service Level Agreement (SLA) and increase your First Time Fix Rate.



CUT TRAVELLING COSTS

In the best case, service business trips can be saved completely. Should a technician be needed on site, REWEIV will optimally prepare you for the service case (spare parts, special knowledge, etc.).



REDUCTION OF DOWNTIMES

With Augmented Reality, even inexperienced employees can maintain complex machines and systems and eliminate error conditions. This means increased machine uptime and more productive production processes.



FUTURE-PROOFED

Since all data is stored centrally independent of devices, the connection to future AR devices or technologies is ensured. You are investing in an independent AR data infrastructure.



A man with a beard, wearing a black long-sleeved shirt and a blue AR headset, is focused on working on a wooden model of a building. He is using a small tool to shape the wood. The background is a workshop with various tools and equipment. The image has a dark, semi-transparent overlay with white text.

AUGMENTED REALITY & REMOTE SUPPORT

NEW PERSPECTIVES

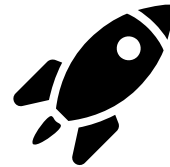
for service and support, training and education, marketing and sales

APPLICATIONS

One software many possibilities

SERVICE & SUPPORT

Whether as "self-service" or remote support. in the future, field service technicians will be equipped with augmented reality technologies as standard.



TRAINING & EDUCATION

Train employees and customers with the help of augmented reality applications and qualify them for safe use on machines and systems.

MARKETING & SALES

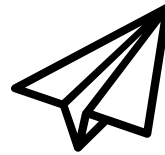
Visualize machine data or spare parts as virtual augmented reality objects and present large machines and variants as virtual twins directly to the customer.



CONTACT

Service-Portal REWEIV

**Questions about the product or intersted in a product demo?
Feel free to contact us!**



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We look forward to hearing from you!



