



Digital Accelerator



# The Future of Work is Now and It's Remote:

Work Flexibly and Securely with XpertEye



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# Cross-industry Trends and Challenges

The future of work is hurtling towards us. That future is **undeniably digital** yet uncertain, as shifting sands in the economic, political and social spheres put pressure on industries to evolve.

Trends and pain points like tight labor markets and rising costs are what drive companies' technology decisions today. **These factors make digital transformation essential** for every business to grow and differentiate itself in the next decade.



## Rising costs

Due to ongoing trade tensions, businesses face higher costs for everything from fuel to freight. Additional sources of rising costs include **hundreds of hours in annual downtime, chronic labor shortages** (necessitating greater investment in talent pipelines), and **travel**: Travel spend for European businesses more than doubled between 2016 and 2019—a trend expected to continue over the next decade.<sup>1</sup>



## Increasing complexity and globalization

**Mass customization, changing equipment and globally distributed assets** are making industry more complex. Consider that a typical power substation contains multiple generations of technology or that modern cars have more electronic parts than ever before. This complicates training and puts skilled technicians in high demand. Moreover, company footprints are growing, creating **geographically dispersed workforces** that need to be able to share information in real time.



## Skills gap

85 million jobs could go unfilled in the next decade, equivalent to an **\$8.5 trillion global talent shortage**.<sup>2</sup> Not only are baby boomers retiring but as tech advances new positions requiring increasingly specialized skills are being created. **Employee upskilling simply hasn't kept pace with the digitization of industry.**

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## Demand for speed

The Internet of Things and rise of e-commerce have conditioned consumers to expect speed and reliability at anytime, anywhere. **Seamless customer experience has surpassed price to become the main differentiator for any business.** Quick uptime and completion of tasks within ever-shrinking timeframes is dependent upon industries investing in the right technologies to cut down on training, time-to-repair and travel.



## Post-COVID-19 reality

The coronavirus pandemic won't be the last infectious disease to **test businesses' resilience** through travel restrictions and mass quarantine. With entire companies working from home and others operating with minimal staff, industries must use technology to adapt to **unprecedented safety and efficiency constraints.**



<sup>1</sup> Spendesk

<sup>2</sup> Korn Ferry



# Digital Transformation Isn't Optional

In the face of the above challenges, companies cannot hope to remain agile or withstand major disruptions without technology. Many businesses, however, **continue to rely on legacy technologies, manual processes and even paper-based workflows**. 70% of businesses lack visibility into their equipment;<sup>3</sup> while only 35% believe they're equipping workers with the best technological tools for the job.<sup>4</sup>

## Continuing prevalence of low-tech tools

Walk into a factory today and you're likely to see employees using physical manuals, stationary PCs and paper forms. That's not to say that companies aren't going digital: **70% of organizations across industries have or are working on a digital transformation strategy, but they're hampered by legacy technology and a poor understanding of what workers really need tech-wise.**<sup>5</sup> 45% of field service workers, for instance, report their current tools aren't fast enough.<sup>6</sup>



### Arming employees with the latest devices empowers them to work flexibly anywhere.

This requires digitized workflows for easy access to information and seamless communication with customers, experts, and OEMs separated by distance—ideally using the same technology for both.

Arming employees with the latest devices empowers them to work flexibly anywhere

## Traditional solutions aren't flexible

Over half of global CFOs would invest specifically to **cut down on travel by SMEs and other employees visiting clients, suppliers and out-of-town offices and worksites.**<sup>7</sup> Current telepresence and video conferencing solutions help but don't always increase efficiency, improve communication or minimize touchpoints.

Traditional telepresence solutions link remote spaces so people in each physical space can look into the other and see one another (as if through a window). They're good at conveying appearance and attention but not always the situation or task at hand. Furthermore, **good quality video conferencing platforms can be expensive** (cost of hardware, maintenance, bandwidth, etc.), **limiting in terms of mobility and data exchange, and lack robust data security.**

It's the difference between showing and telling: Newer technologies like augmented reality (AR) remote support outperform standard video calls, enabling the person with the problem and the person with the expertise not to see *each other* but to **share the same view.**



3 GE Digital/ServiceMax

6 Fieldpoint

4 Forbes

7 Quickbooks

5 Tech Pro Research

## Why Remote Support?

One of the most cited benefits of live visual remote support is **reduced travel**: Making just one business trip redundant saves a company \$1,293 on average in airfare and ground transportation.<sup>8</sup>

AR remote support allows companies to respond faster and upskill workers, saving time and money while also **creating a stable flow of skilled labor** and maximizing the value of your longest working, best-trained assets. Businesses are even offering remote support to clients as a value-added service.

### What is remote support?

Remote support is essentially **advanced telepresence using an AR-capable mobile device** like a smartphone, tablet or hands-free smart glasses to share one's view of a situation with another person or person(s) via **live audio and point-of-view video**. There's no need to wait for a resolution, pay for an SME to travel, verbally explain or fumble with traditional video conferencing solutions. The key feature is the **real-time sharing of the user's viewpoint**, which enables see-what-I-see communication, and typically the remote professional's ability to annotate the user's screen or field of view (AR).

With remote support, companies today are:

- Getting the most out of the workforce despite the skills gap
- Reducing downtime (greater efficiency)
- Saving on travel (immediate connection)
- Accelerating digital transformation and seeing ancillary benefits like reduced training time and a lower carbon footprint
- Developing new service offerings for customers

### What's critical in a remote support solution?

A good remote support solution will **scale expertise across the organization**, allowing experienced workers to 'cover more ground' and train their replacements on the job. **Workers of any skill level can be assigned to any job**, with on-demand assistance ensuring the task will be done correctly. As with any mobile solution, the biggest concerns are **reliable connectivity, battery life, ease-of-use, security and, of course, price**.

In the market of remote assistance solutions, AMA stands out with XpertEye due to its flexibility, high data security, simplicity and reputation—**AMA is a digital accelerator that has made more than 300 industrial organizations and medical institutions worldwide more agile with XpertEye**.



XpertEye stands out due to its flexibility, high data security, simplicity and reputation.

# 4

## Introduction to XpertEye

AMA's XpertEye suite is designed to **support all working styles**. Consisting of five solutions and options that can be custom packaged to a company's needs, XpertEye is versatile without compromising functionality, user experience or security.

### Common core features

- Live HD video recording/streaming (1:1 and conference mode)
- Multidevice support
- Integrate with existing software and workflows
- Intuitive user experience
- Pointer in video stream and real-time annotation (Assisted/Augmented Reality)
- Remote camera control (zoom, take a picture, turn on flashlight, etc.)
- Media capture/sharing, geolocation, instant messaging, contact list
- Low bandwidth mode
- Secure invitation link (SMS or email)
- 3G, 4G, 5G, WiFi, Ethernet, and satellite connection
- SaaS, on-premise and private cloud scalable hosting
- HIPPA-compliant, SSL connection, E2E encryption (fully secured)
- Barcode scanning
- Multilingual support

### XpertEye Lite | *Click and connect to collaborate*



Lite is **device agnostic** (works on any connected device) and **browser-based for easy setup** (no app installation required). It's as simple as clicking on a **secure link** to begin a live HD video call with one or more remote participants. Lite is also available on ATEX Zone 1, IECEx Zone 1 and CSA C1 D1 compatible devices.

**Supported devices:** Smartphone (Android, iOS), tablet (Android, iOS) and computer (Windows, macOS, Linux)



### XpertEye Essential | *Go hands-free in any environment*



Put on a pair of smart glasses, connect to WiFi or a mobile hotspot, and connect with a remote expert. Essential is plug-and-play (QR code to configure), allowing the expert to see what the onsite user sees through his smart glasses (see what I see) and provide real-time guidance. The experience is completely **hands-free and voice controlled**.

**Supported smart glasses:** RealWear's HMT-1 and the HMT-1Z1 ATEX approved for use in explosive environments. Features: Water and shock-resistant, dust-tight, compatible with PPE; integrated loudspeaker, headphone support, noise cancellation



### XpertEye Advanced | *Multi-source video*



Advanced supports a **wide range of video** sources, including smart glasses, endoscopes, microscopes and other terminal cameras (e.g. body, UV). These provide additional video feeds for the onsite user, while a dedicated AMA smartphone allows for easy management of additional cameras and **longer battery life**. Advanced also features an **offline mode**.

**Supported smart glasses:** RealWear HMT-1, Vuzix M300 and M400, Iristick Z1 and C1, and Google Glass





# Introduction to ExpertEye *(continued)*

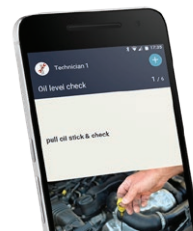
## XpertEye Proceed | *Dynamic workflow management*



Easily digitize checklists, SOPs and other instructions with Proceed. Proceed provides data traceability, compliance tracking and **powerful analytics** as users go through **digital workflows**.

Great for digital inspections, users can call a remote expert at any point during a procedure, while admins benefit from **custom dashboards/reports**.

**Supported devices:** Smartphone (Android, iOS), tablet (Android, iOS), PC (Windows 10) and smart glasses



## XpertEye Schedule | *Worldwide online scheduling*



Schedule is a **time management tool** allowing XpertEye users to book meetings with remote experts. It provides experts' availability in real time (users can search by specialty) and **synchronizes with office calendars** (Google, Outlook, iCal, Office 365) and CRM platforms (Salesforce, Microsoft Dynamics, PipeDrive). Quick and easy to install, Schedule makes it painless to organize remote interventions **across organizations and time zones**.

## Connectivity option: Dust | *Secure access anywhere in the world*

Enjoy **wireless connectivity** across 214 countries, with strong authentication, **end-to-end encryption**, tracking, denial of service, and POA-Blockchain. Dust automatically connects to the best available network among **684 carriers** while ensuring security, safety and resilience.

## XpertEye differentiators:

### Device agnostic

XpertEye runs on a wide range of smartphones, smart glasses, tablets and laptops, and is able to connect to multiple external video sources.

### Flexible deployment options

XpertEye can be deployed with the same level of security as SaaS, on-premise or on your private cloud.

### Security

With XpertEye, your data is highly secured and never stored. Have peace of mind with E2E encryption, GDPR compliance and the ability to host on HIPAA/HDS servers.

### Strategic partnerships

AMA has a wide range of strategic partnerships to enable best-of-breed solutions with the largest choice of third-party products and services.

### Transparent pricing

For maximum flexibility, AMA offers different pricing and leasing plans along with product bundles adapted to your unique use case.

### Dedicated assistance and onboarding

Benefit from a seamless implementation process, from technical set-up to your first deployment. Services include:

- Experienced project manager
- Instructor-led and e-learning training courses
- Rapid, effective technical support wherever you need it
- Maintenance and warranty handling of all hardware and software

# Applications and Real Use Cases

Over 300 industrial organizations and medical institutions around the world today are **powered by XpertEye**. These include industrial leaders like Alstom, EDF Energy, GSK, Michelin, Safran, SNCF, Saint-Gobain, and Volvo Group. With XpertEye, these companies are responding faster, increasing uptime, preparing tomorrow's workforce, and differentiating their service.

## Remote Assistance

### Live expert guidance and instructions at any moment on any device

The next best thing to sending the most qualified person to every job is having lightning-fast access to a qualified person from any job. From **guided equipment setup** to **emergency support**, XpertEye provides instant live audio and visual assistance from a remote specialist via any connected device. In this way, one highly experienced, longtime employee can mentor a team of younger workers from a central location, **essentially fool-proofing complex procedures**.

#### Benefits:

- Quickly diagnose and repair issues
- Minimize disruptions and costly downtime
- Reduce travel and your ecological footprint



## Use Case



### A world leader in gases, technologies and services for Industry and Health

The idea behind Air Liquide's Smart Innovative Operations Centre (SIO) in Kuala Lumpur, Malaysia was to operate and optimize the company's 18 production sites across Southeast Asia and the Pacific **from one central location**. This could not be done without XpertEye Advanced: With live camera sharing, voice and on-screen annotations, an expert at the SIO Centre can perform real-time diagnostics and **visually guide Air Liquide technicians in other countries who need their hands free for manual operations**. Air Liquide was able to securely implement XpertEye into its existing workflows and credits the solution as helping to guarantee the safety and reliability of its production sites.

“ Air Liquide leverages the power of external innovation partners to accelerate and achieve its digital transformation goals. Key partners like AMA bring great value in terms of usages, new practices and technologies.

**Clément Lix**

*Centre of Excellence Director  
Air Liquide*



## Training

### Do-what-I-do: Live, hands-on, just-in-time training

Bridge the gap between experienced and newer workers with readily available, hands-free smart work instructions and live remote support. Traditional training (e.g. shadowing) disrupts production, but with XpertEye a remote teacher can show a junior worker exactly what to do and verify every action in real time. This is **on-the-job training**: New employees equipped with smart glasses or any other connected device can be deployed immediately without jeopardizing customer satisfaction. XpertEye also captures expert experience, creating valuable training material to **accelerate knowledge transfer**.

#### Benefits:

- Rapid skill development
- High retention
- Sustainable pipeline of talent
- Attract younger workers with advanced tech



## Use Case



### Multinational provider of traceability systems ensuring the quality and safety of pharmaceuticals and medical devices

Optel has packaged XpertEye as Virtual Tech Support, a “cutting-edge way to solve any issue” its customers may experience. While Optel’s technical experts are able to take remote control of a customer’s software system, hardware handling and mechanical adjustments are difficult to explain over the phone. XpertEye and smart glasses make visual remote support possible **while providing training to the customer**, and it’s an extremely easy-to-use system. You can connect with anyone in less than two minutes, as if the person from support is on-site to intervene directly.

“ Security is where XpertEye really shines for a company like Optel: The data is confidential and never stored on any server.

**François Lemieux**  
Technical Support  
Optel Group

# Applications and Real Use Cases *(continued)*

## Inspection

### Smart paperless inspections with remote expert assist

Prevent process deviations and quality defects with **digital inspections, factory acceptance tests (FATs) and remote audits from any device.**

Traditionally, inspection workers memorize checklists and manually log findings via pull-down menu or written documentation, leaving room for oversight and miscommunication.

Performing inspections with XpertEye, users can easily **validate checklist items, take notes (voice, pictures and video) as soon as a defect is detected, work hands-free and get an expert involved when needed.** Go for digital audit workflows to detect any non-compliance and send precise reports onto maintenance for follow-up.

#### Benefits:

- Increase quality, compliance and traceability
- Reduce total inspection time
- Minimize human error
- Objective documentation



## Use Case



### One of the world's largest plastic packaging companies

Like all manufacturers, Berry Bramlage cannot afford to shut down a production line for days because an expert isn't available, so the **company uses XpertEye to unite skills and expertise from its different plants** and quickly assist employees, customers and suppliers wherever they're based. Berry Bramlage has now equipped 17 sites worldwide with XpertEye, allowing the company to **reduce engineers' travel, save money, and solve problems on the spot.** In addition, Berry Bramlage uses XpertEye for project follow-up, using smart glasses to check, for instance, that all cables are connected correctly following the installation of new equipment in a factory.



XpertEye is a very reliable solution, which is really important to us. With that, I mean that when encountering a problem, we need the solution to work instantly... Another advantage is that we have our hands free to move around between and within machines, show where to remove cables or unscrew a screw.

**Tristan Rognard**  
Industrialization Engineer  
Berry Bramlage

## AMA Beyond

A business is only as agile as its least connected employee. Though many industries preach mobile-first, mobility itself is changing. What today's workers want and need is the flexibility to perform at their best. AMA XpertEye's combination of assisted reality, remote assist, dynamic workflows and online scheduling across a range of devices empowers the workforce while providing the agility companies need to keep pace in a rapidly changing world.

Instant knowledge transfer, remote troubleshooting and faster decision making—discover how simple it is at [amaxperteye.com](https://amaxperteye.com).

Contact us



### About AMA

With over five years of proven experience in remote assistance solutions, AMA is helping medical institutions and industrial organizations of all sizes accelerate their smart workplace transformation. Our market-leading XpertEye Assisted Reality platform has been deployed in more than 100 countries, addressing a wide range of applications like remote diagnostics, inspection, scheduling, and workflow management. These unequalled remote interactive collaboration solutions empower our customers to improve productivity, speed up resolution time, and maximize uptime. Our presence worldwide – with offices in France, Germany, Romania, UK, USA, Hong Kong, and China - allows us to work in every time zone and reach our customers wherever they are.