

Enhanced Remote Support

Accelerate recovery with real-time connectivity to ATS experts

Highlights

- On-demand access to a dedicated pool of subject matter experts familiar with your ATS equipment and service history
- Real-time augmented reality video call functionality featuring on screen annotations, freeze frame and image markup
- Live chat with simultaneous text and audio translation in over 60 languages
- Session reports with images and chat transcripts for future reference
- Customize your support level and coverage including service availability, response times, sites and equipment
- No specialized equipment is required, range of smart connected devices supported (e.g. PC, Mobile, Tablet or Smart Glasses)

Applications

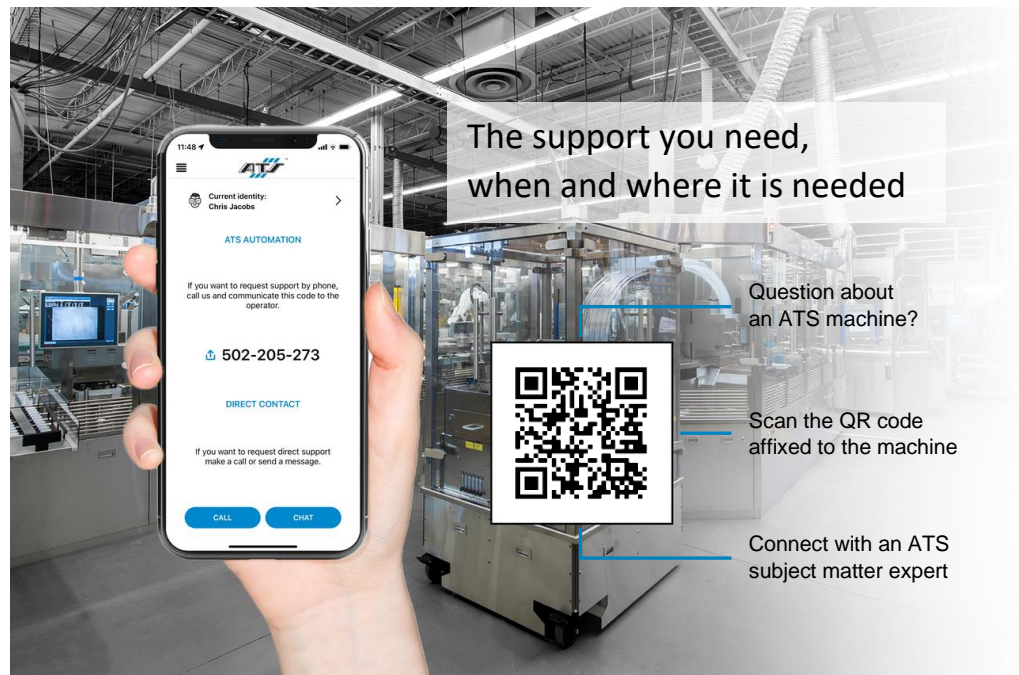


Emergency Repair

Preventive Maintenance



Operator Training



Remote assistance without mobilizing personnel to your site

Your operations team does everything in their power to complete maintenance tasks within scheduled maintenance windows and minimize production time lost because of unplanned shutdowns. Some situations are beyond the capability or capacity of your in-house team and require the assistance of an outside service provider.

ATS Enhanced Remote Support (ERS) eliminates the time required to mobilize an ATS field service technician to your site thereby reducing the time needed to complete critical maintenance tasks and repairs.

In many cases issues can be fully resolved remotely. If that is not possible, information obtained during a remote support session enables the field service technician to be much better prepared when they do arrive on site.

Multiple ways to connect

1. QR code - initiate real-time video call by scanning QR code affixed to ATS machine
2. Web link - start ATS remote assistance session via web browser (e.g. Google Chrome, Apple Safari, and Microsoft Edge)
3. Mobile app - receive LIVE remote guidance using the ATS Enhanced Remote Support application downloaded from Google Play or the App Store to your mobile device, with option to work hands-free with your favorite smart glasses

Empowering
Your Operations

ATSTM
GLOBAL SERVICE

The power of real-time video

Email and phone-based support make it difficult for machine operators to describe an issue, and challenging for a service technician to observe, troubleshoot and relay instructions.

ATS Enhanced Remote Support allows ATS subject matter experts to see what the customer is seeing in real-time, and provide visual instruction through an enterprise-grade, AR-enabled video support platform.



Screen capture showing notes and annotations displayed in ATS Enhanced Remote Support application.

Augmented Reality	Draw on the screen and add notes, arrows, shapes, signs, and text, directly in the operator's field of view.
Screen Sharing	During a remote support session ATS subject matter experts and technicians can share knowledgebase articles, how-to videos, instruction manuals, and maintenance instructions via screen sharing within the ATS Enhanced Remote Support application.
Hands-Free Ready	Compatible with most smart glasses for hands-free interaction (e.g. Epson Moverio BT35E, Google Glass Enterprise EE2, Iristick G2/ G2 PRO, Iristick H1, Microsoft HoloLens2, RealWear Navigator 500, RealWear HMT1, RealWear HMT 1Z1, Vuzix M400, Vuzix M4000).
Video Recording and Photo Capture	Every remote support session is recorded and retained as part of the customer service record. For reference a session report PDF is emailed to the customer. The session report contains images, annotations and instructions shared during the remote support session. Optional follow-on training sessions can also be scheduled if additional knowledge transfer is required.
Group Calling	When required, multiple ATS subject matter experts can be conferenced into the same remote support session. All parties can view, talk and add notes and annotations.
Security & Technical Specifications	<ul style="list-style-type: none">• Data protection certification: ISO/IEC 27001 9001, 27017, 27018 for information security management• https/SSL Protocol: via TLS 1.2 mandator (audio video communication encrypted end to end)• Automatic & Manual Bandwidth Adaption: automatic video quality level settings allow for bandwidth management based on network conditions; or pre-set and change the default medium video quality bandwidth 8 MB/min to low video quality at 2 MB/min or high video quality at 15 MB/min• Real-time video performance can be reduced to decrease bandwidth usage• Service data is stored automatically, photos and videos are encrypted and then securely stored on the ERS server

For More Information

ATS Global Service is an industrial services provider that helps manufacturers control operating costs, reduce unplanned downtime and maintain optimal performance over the lifecycle of their industrial automation systems.

To learn more, contact your ATS Automation or ATS Global Service account representative, or visit the ATS Global Service web page - www.atsautomation.com/services/. North America (734) 522-1900, Europe +49 (0) 15202784899.