

XMReality Remote Guidance Demo Webinar

Press [HERE](#) to register for the free demo webinar at Taiwan July 8th

TRUSTED BY SOME OF THE BIGGEST BRANDS IN THE WORLD

What is Remote Guidance

- A remote support software tool enabling you to provide global support.
- Enhanced video and audio collaboration allowing your co-workers to interact with their counterpart by using pointers, drawings, and to guide on images or recordings.
- Experts can also guide by using a Hand Overlay feature to show how to solve a certain issue.

[Read more about how it works](#)

When to use Remote guidance

- Troubleshooting & problem resolution
- Preventive maintenance job
- Commissioning and installation
- Inspection and audit
- Internal knowledge transfer

A true customer story

80% of pre-installation inspection visits were shifted to virtual visits using XMReality Remote guidance.

- Mean time to repair (MTTR) decreased in APAC, from 41 days to 16 days
- Customer satisfaction (CSAT) increased by 3% for EMEA 1st line support
- Remote resolution increased in APAC by 5 %
- Decrease of floating inventory of 20%
- Decrease faulty/not-used spare parts by 5%



Drive revenue



Increase efficiency



Boost customer satisfaction

Nestlé

ABB



BOMBARDIER

SIEMENS

Electrolux

ESKO

KONGSBERG
Precision Cutting Systems