

# ***SMART ASSIST***

*ADVANCED AUDIO-VIDEO  
COMMUNICATION*

**KraussMaffei**

*Pioneering Plastics*



# SMART ASSIST

## ADVANCED AUDIO-VIDEO COMMUNICATION

Our global support is the basis for your sustainable success on site! smartAssist enables worldwide service contact with KraussMaffei experts at the touch of a button. Professional and secure audio/video communication between technicians on the machine and experts at any location. With Augmented Reality, real objects can be superimposed with virtual texts and symbols, which increases the quality and speed of troubleshooting.



### **Efficient communication across locations**

smartAssist enables bi-directional, audio-visual communication via common smart-phones, tablets or data glasses – between the responsible person on site and the expert from a distance.



### **Shorter downtimes and lower maintenance costs**

With smartAssist, the expert gets a quick insight, can get a clear picture and significantly accelerate troubleshooting. Documents and 3D drawings can be visualized, chat messages with integrated translation function can be displayed or additional experts can be added. This allows faults to be rectified more quickly or defective components to be identified without the expert having to travel.



### **Complete documentation of the service procedure**

As soon as the service process is completed, a service report with all necessary information can be created – including screenshots, videos or comments created during the process.



### **Safe and ready for immediate use**

The app is freely available for Android and Apple devices. You get instant access via LTE or guest WLAN – no access to your network or machine control is required. Transmission is done through end-to-end encryption with full control over your data.



### **Available in different modules**

In addition to support from KraussMaffei, smartAssist can also be used internally by customers. Improve internal communication and avoid unnecessary on-site visits. Save time, travel costs and reduce your CO2 footprint.

## **YOUR BENEFITS**

- Secure end-to-end encryption
- Planned communication of the expert
- Fast exchange of documents and records
- Integration of Smart Glasses (hands-free option)
- Documentation (screenshots, comments, processes) for safeguarding and accounting
- Lower maintenance costs
- Shorter downtimes

# SMART ASSIST

## INTERACTIVE VIDEO TELEPHONY IN PRODUCTION

Advanced real-time audio-video communication and augmented reality for on-site maintenance support – test the future of digital enabled field services and collaborative working!



### **Ready to use!**

Easy to use and intuitive APP



### **Reduce machine downtimes!**

More efficient communication than phone or email, faster troubleshooting



### **No waste of time and less travel costs!**

No waiting time until the technician arrives



### **Secure and efficient internal support!**

Safe use between headquarters and foreign plants



### **Wide opportunities for different use cases!**

The interactive communication solution for everyone



# WHAT IS THE UNIQUE SELLING POINT OF SMART ASSIST COMPARED TO OTHER MESSENGER SERVICES?

- ✓ Conference call up to 4 participants
- ✓ In-picture notes
- ✓ Share of documents and screens
- ✓ Integrated translation of text messages
- ✓ Integrated reporting function
- ✓ Integration in ERP/CRM software (API)
- ✓ Step by step instructions
- ✓ Secure data policy (no data processing)
- ✓ End-to-end encryption
- ✓ No advertisements



# SMART ASSIST

INTERACTIVE VIDEO  
TELEPHONY IN PRODUCTION



*[kraussmaffei.com](http://kraussmaffei.com)*