



On-Site Remote Assist (OSRA)

TillerStack
member of **epazz**

Involving an expert at the point of work (POW) via innovative mapping

- AR-supported expert call in real time via data glasses with just one click
- Integrated management of experts, expert skills and availabilities
- Intelligent, automated supply of POW data simultaneously with the expert call

If customers are very widely distributed or if an employee on site is overwhelmed with the repair or maintenance of a plant, for example, then it is often not possible to send an expert on site for time, financial or organizational reasons. In these circumstances, it is advantageous to be able to connect to an expert on site via a video call using data glasses in order to solve the problem with the expert support. **This possibility is offered by the On-Site Remote Assist (OSRA) of TillerStack.**

However, **OSRA** offers much more than a usual video call. The expert call is initiated directly, in real time, from the requirement of the activity on site. Without detour. **The automated, innovative mapping is based on captured expert skills, expert availability as well as 'Point of Work' (POW) and job data.** This ensures from the very beginning that the right expert is reached and that all available information and data on the problem are digitally available at the same time as the call. **An expert call with OSRA is thus characterized by high quality and efficiency right from the start.**

Remote Assistance for technician assignments.

Get expert support at the click of a button - from the right expert at the right time

OSRA consists of two different role-based apps: **OSRA-Expert** and **OSRA-Technician**.

OSRA-Technician is for the user who is on site, such as a service technician for drones. Ideally, he starts the app on a pair of data glasses so that he has both hands free to work and can simultaneously talk to the expert via the camera and sound of the data glasses and transmit images/video in both directions.



On the data glasses, OSRA-technician is simply started **by voice command or touch click**. Immediately afterwards, the technician on site is connected to an expert suitable for the respective problem via video call.



OSRA-Expert is used by the expert who has a certain special knowledge. OSRA-Expert is the GUI of the OSRA platform, among other things also for the management of users, availabilities and skills.



The expert logs in to **OSRA-Expert** with his credentials. The app runs browser-based or on all Android platforms. A green dot marker shows him at a glance that he is currently on standby duty and can be reached for possible calls via the OSRA platform. Depending on the field of service and the complexity of the tasks as well as the competence, the expert can be available for several technicians and/or special fields at the same time.

On the basis of order data, object data and the scheduled times of the technician on site on the one hand, and on the basis of skills and availability times of experts on the other hand, OSRA ensures that when the technician calls, an expert with the required expertise immediately answers the call (**expert mapping**).

OSRA offers the potential to build video tutorials as well as document quality or inspection protocols (audits) even if the certified inspector is not directly on site. In the future, OSRA will be extended by the possibilities to make freehand drawings, comments as well as AR-based information directly in the video stream.

About TillerStack

We enable companies to transform their business by digitizing and mobilizing processes in complex and high-value Field Service Management and Remote Management solutions. We offer agile and intelligent solutions that holistically manage your operations according to your business goals. Our commitment to research and development provides you with innovative additions that perfectly prepare you for the future. Our long-standing and trusting customer relationships and more than 25 years of experience are the basis for your success.

Your contact person

Thomas Schwab
Tel. +49.163.6941865
thomas.schwab@tillerstack.com

www.tillerstack.com

