



OSRA

Remote technician support with expert and knowledge management via data glasses

- Assisted reality video call - the right expert at the right time
- Mixed reality for remote maintenance, remote commissioning and training
- Seamlessly integrated on-the-work documentation and quality assurance
- Hands-free search and display of knowledge data on the data glasses



If customers are very widely distributed or if an employee on site is overwhelmed with the repair or maintenance of a machine, 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 connect to an expert on site and with just one click via a video call using data glasses in order to solve the task with his or her support.

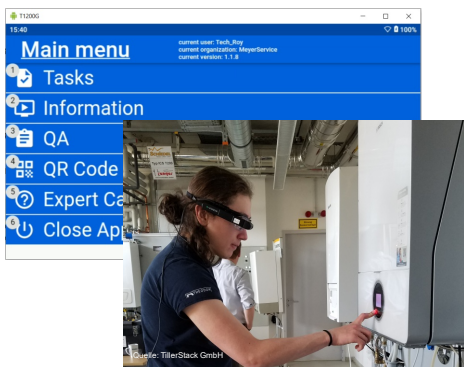
The **OSRA expert call** is initiated directly, in real time and from the requirement of the activity on site -without detour. **Thus, it offers much more than a usual video call. The automated mapping is based on recorded expert skills, expert availability as well as point-of-work and order data.** This ensures 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 OSRA expert call is thus characterized by high quality and efficiency from the outset.**

Hands-free search and display of knowledge data.

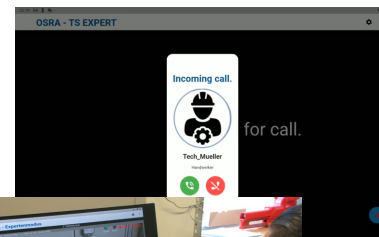
On-the-work documentation

OSRA consists of the apps: **OSRA TS Assist**, **OSRA TS Expert** and the web app **OSRA Admin**.

TS Assist is used by the technician or craftsman on site. Ideally, he starts the app on a pair of data goggles so that he has both hands free to work and can simultaneously talk to an expert via the camera and sound of the data goggles, for example, and transmit images/videos in both directions.



TS Assist provides an **intuitive menu on wireless stand-alone data goggles** that allows the technician, **alone via voice control and hands-free**: to initiate an OSRA expert call, find and edit product information, videos and work instructions, and document and file on-site work via video and photo.



TS Expert is used by the expert. In the live video call, he has the option of playing work instructions and videos to the technician, for example. Furthermore, he can **make freehand drawings, comments, and AR-based information directly in the video stream** or on a screenshot, which are displayed to the technician live and directly in the field of view.



The expert logs on to **TS Expert** with his or her access data and can thus be reached for possible calls (**on-call service**). **TS Expert** runs **browser-based or on all Android platforms**. Depending on the field of application and complexity of the tasks as well as competence, the expert can be available for several technicians and special subjects at the same time.

OSRA Admin mainly takes care of the **user administration**, the correct **expert mapping** for the OSRA expert call and that the **knowledge data (videos, photos, work plans, etc.) can be stored and managed in a structured way**. **OSRA Admin** is used by the system administrator.

OSRA comes at just the right time in **times of a lack of skilled workers and the loss of expert knowledge** of the retiring baby boomer generation. With **OSRA**, customers can focus on different areas depending on their needs, such as using the **OSRA Expert Call**, **creating and documenting audits** even without the auditor himself being on site, creating **video tutorials** and **training courses**, and **providing product data and information from other sources** such as product and fault code databases. Furthermore, a integration of **OSRA with the TillerStack Field Service Management System** is planned.

About TillerStack

For over 25 years, we have enabled companies to transform their business by digitizing and mobilizing processes in complex and high-quality field service management and remote management solutions. We offer agile and intelligent solutions that holistically manage your operations according to your business goals. Our engagement in research and development provides you with innovative additions that perfectly prepare you for the future.

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