



BEUMER SMART GLASSES WE ARE ALWAYS ON SITE

MINIMISE THE NEED FOR ENGINEER CALL-OUTS

Malfunctions and standstills that occur during operational processes, may become expensive for your company. BEUMER Smart Glasses are a cutting-edge product providing fast and easy support. We receive a video of your situation enabling us to identify and solve the problem together. This approach provides a cost effective and efficient approach to maintenance issues, minimising the need for time-consuming and expensive engineer call-outs.

MORE THAN JUST HARDWARE

The BEUMER Smart Glasses are a purpose-built integrated BEUMER customer support solution, utilising the existing BEUMER Customer Support Team, RealWear HMT-1 hardware and the BEUMER support app. The BEUMER smart glasses give the user greater access to the expertise of specialist BEUMER operators.

Therefore the value of BEUMER Smart Glasses are much more than just the supplied hardware.

HIGHLIGHTS

- › Audio-visual support
- › Live-contact with service partner
- › Fast and efficient support for solutions
- › Easy to handle
- › Available 24/7
- › Completely Hands Free, with Inbuilt Camera microphones and Flashlight

BEUMER SMART GLASSES



HOW DO THEY WORK?

Our BEUMER Smart Glasses facilitate customer support by providing visual support at any location. Since the service experts are looking at the same image as you and your employees are on site in real time, they can immediately show the right steps to provide you with a solution. Put on your glasses and start the BEUMER Support app via voice command. Once you have shared your service code, the audio and video connection is established.

We are always at your side to help you fast and efficiently. Our experts' direct instructions help to quickly identify and contribute to a solution.

BEUMER Smart Glasses have already been successfully deployed in various remote scenarios, whether for hotline support, remote installation & commissioning in various product areas.

This shows an example of BEUMER Group has successfully enabling customer operatives to perform highly complex engineering tasks with success using the BEUMER smart glasses solution.

The BEUMER Smart Glasses package can be tailor made to your needs. Just get in touch with us to let us explore with you how our cutting edge solution can help your business.