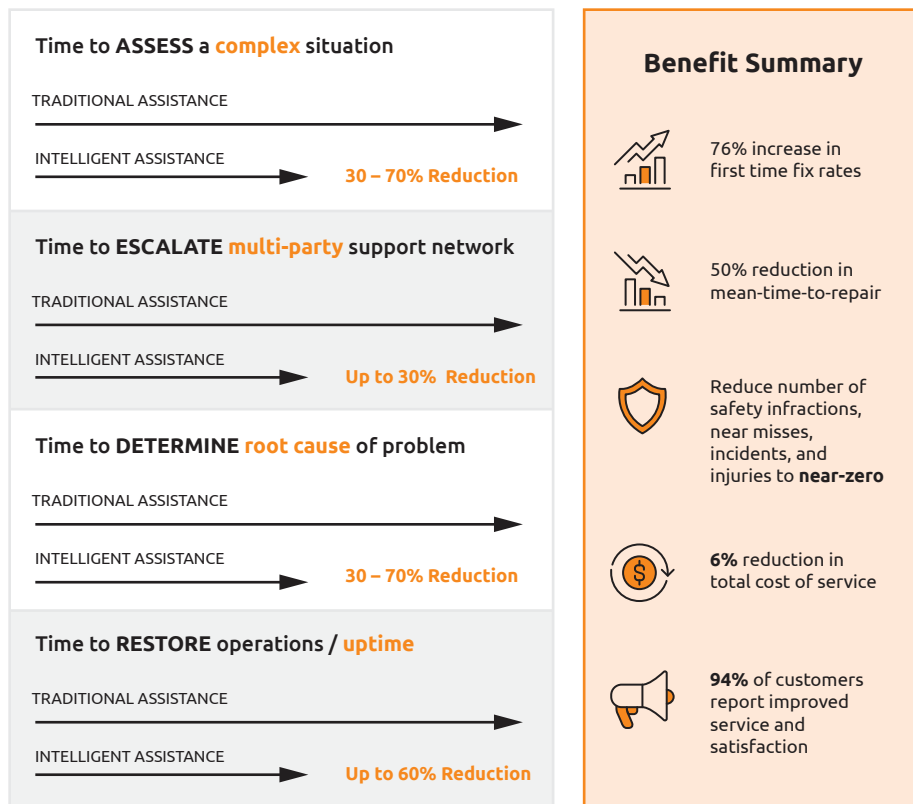# Remote Expertise Networks

The Remote Expertise Networks (REN) from SmarTECHS provides a simple, effective and proven way for isolated equipment operators and field workers to get dangerous, complex, or confounding jobs done: **permits, inspections, validation, troubleshooting and repairs.**

It's like a master technician in a box ... ready to deploy worldwide in seconds.

BOTTOM LINE

Safety and greater productivity without compromise.

Time to ASSESS a complex situation

TRADITIONAL ASSISTANCE

INTELLIGENT ASSISTANCE

30 – 70% Reduction

Time to ESCALATE multi-party support network

TRADITIONAL ASSISTANCE

INTELLIGENT ASSISTANCE

Up to 30% Reduction

Time to DETERMINE root cause of problem

TRADITIONAL ASSISTANCE

INTELLIGENT ASSISTANCE

30 – 70% Reduction

Time to RESTORE operations / uptime

TRADITIONAL ASSISTANCE

INTELLIGENT ASSISTANCE

Up to 60% Reduction

Benefit Summary

76% increase in first time fix rates

50% reduction in mean-time-to-repair

Reduce number of safety infractions, near misses, incidents, and injuries to **near-zero**

6% reduction in total cost of service

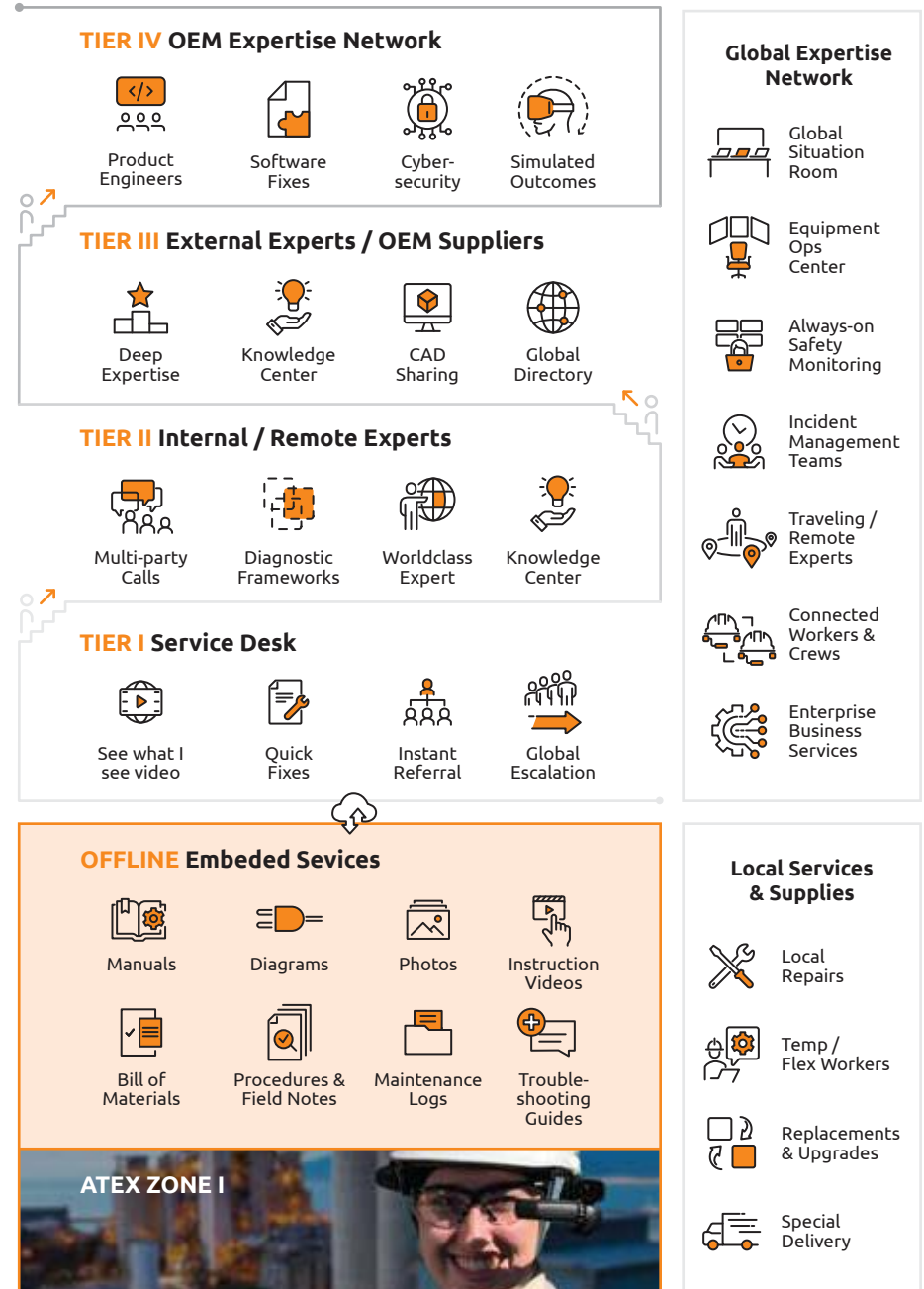**94%** of customers report improved service and satisfaction

The Remote Expertise Networks from SmarTECHS also enable organizations to capture their scarce mission-critical knowledge and leverage it for training.

OEMs use Remote Expertise Networks to deliver better customer support, improve satisfaction, and deliver new digital services.
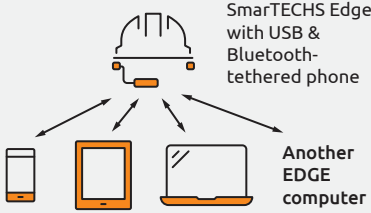
REMOTE EXPERTISE NETWORKS
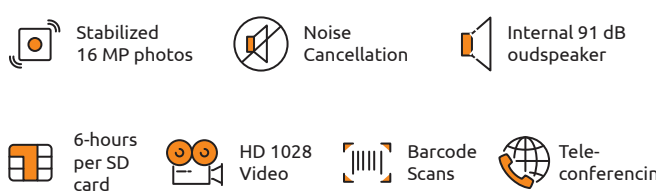
The safest and most productive way for front-line technicians to understand, escalate, determine and restore operations.

TIER IV OEM Expertise Network

- Product Engineers
- Software Fixes
- Cyber-security
- Simulated Outcomes

TIER III External Experts / OEM Suppliers

- Deep Expertise
- Knowledge Center
- CAD Sharing
- Global Directory

TIER II Internal / Remote Experts

- Multi-party Calls
- Diagnostic Frameworks
- Worldclass Expert
- Knowledge Center

TIER I Service Desk

- See what I see video
- Quick Fixes
- Instant Referral
- Global Escalation

OFFLINE Embedded Sevices

- Manuals
- Diagrams
- Photos
- Instruction Videos
- Bill of Materials
- Procedures & Field Notes
- Maintenance Logs
- Trouble-shooting Guides

ATEX ZONE I

Global Expertise Network

- Global Situation Room
- Equipment Ops Center
- Always-on Safety Monitoring
- Incident Management Teams
- Traveling / Remote Experts
- Connected Workers & Crews
- Enterprise Business Services

Local Services & Supplies

- Local Repairs
- Temp / Flex Workers
- Replacements & Upgrades
- Special Delivery

PRIMARY USE CASES

- Visual mentoring
- Business continuity on demand
- Seamless service escalation
- Customer co-service of equipment
- Blended collaborative repairs
- Field service operation
- Remote validation and inspection
- Realtime blended troubleshooting
- More use cases at SmarTECH.io

FEATURED CAPABILITIES

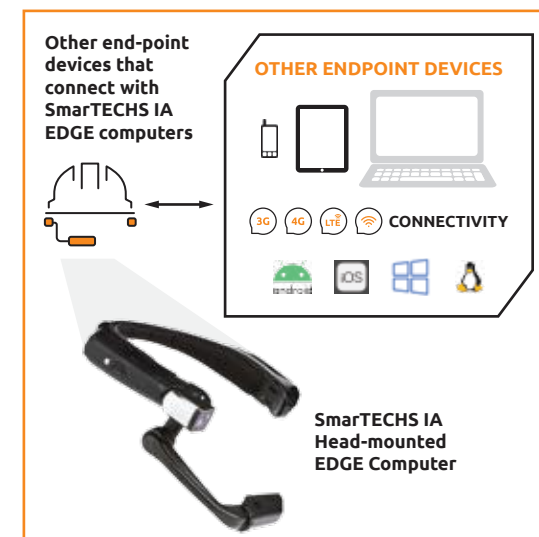|		
Connected Endpoint Devices	SmarTECHS Edge with USB & Bluetooth-tethered phone	3G 4G LTE — Mobile network ready
	Another EDGE computer	Multi-layer Cybersecurity
Collaborative Web Conferencing	SmarTECHS Edges	See what I see on smartphones, tablets, laptops
	Pan & zoom — Check-off & mark up	Instant photos & sharing
Scalable Multi-party Escalation	Near-instant Escalation — Best Resource	Next Best Action
	Zero touch Access — Internal & External Experts	Integration
Live Audio & Video, HD Photos & Scans of barcodes	Stabilized 16 MP photos — Noise Cancellation	Internal 91 dB oudspeaker
	6-hours per SD card — HD 1028 Video	Barcode Scans — Tele-conferencing

DETAILS

HARDWARE

Head-mounted Edge computer

- Ruggedized, IP66, MIL-STD-810G
- Camera with 16 MP 4-axis image stabilization
- Up to 1080p @30fps. VP8 and VP9 codecs
- 256 GB MicroSD, hot swappable
- Full shift battery: 9-10 hours
- WiFi 802.11 a/b/g/n/ac – 2.4GHz and 5GHz
- Bluetooth BT 4.1 LE (Low Energy)

Other end-point devices that connect with SmarTECHS IA EDGE computers

OTHER ENDPOINT DEVICES

3G 4G LTE — CONNECTIVITY

SmarTECHS IA Head-mounted EDGE Computer

SOFTWARE

Itelligent Assistance Workspaces

- Out of the box, ready to use
- Remote Expertise Networks module
- Internal and external Remote Expert directory

Software Utilities

- Embedded for offline self-services
- On demand to context-relevant content: manuals, part list, explainer videos and troubleshooting guides

INFRASTRUCTURE

- 28 global servers, optimized for fast response times and high availability
- Automated balancing for optimal response time
- File compression and refresh rate optimization based on bandwidth

SUPPORT

- 99.7% service availability
- 24/7 tech support with platinum SLA

SmarTECHS.io
Let's work the solution, together

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