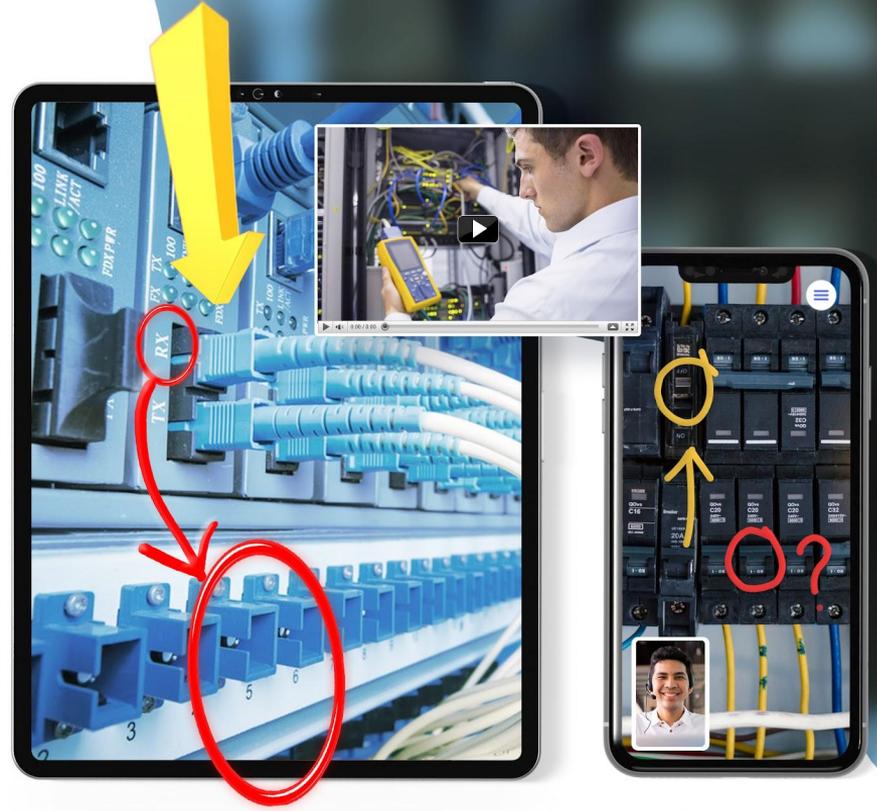# XRmeet.io

REMOTE ASSISTANCE WITH OBJECT TRACKING

XRmeet helps industries establish automated remote assistance & training. It helps in the installation and maintenance of products and machinery while reducing human efforts and cost by enabling live object tracking and detection.

i-BOSON INNOVATIONS
Be the master of technology

End User

"The support I get is really bad. They take a lot of time to fix my issue". "Getting into a call with a person is very difficult with these machine answering calls."

"I don't understand what is written in these instruction manuals." "The technician is unable to understand my problem."

Technician

"The customer is unable to explain the problem properly."

"I am unable to make the customer understand how to do the actions."

Most questions I receive are almost repetitive.

Expert Personnel

"I need immediate access to real-time information with meaningful insights."

"I am unable to get relevant information about the complex devices I am expected to work on."
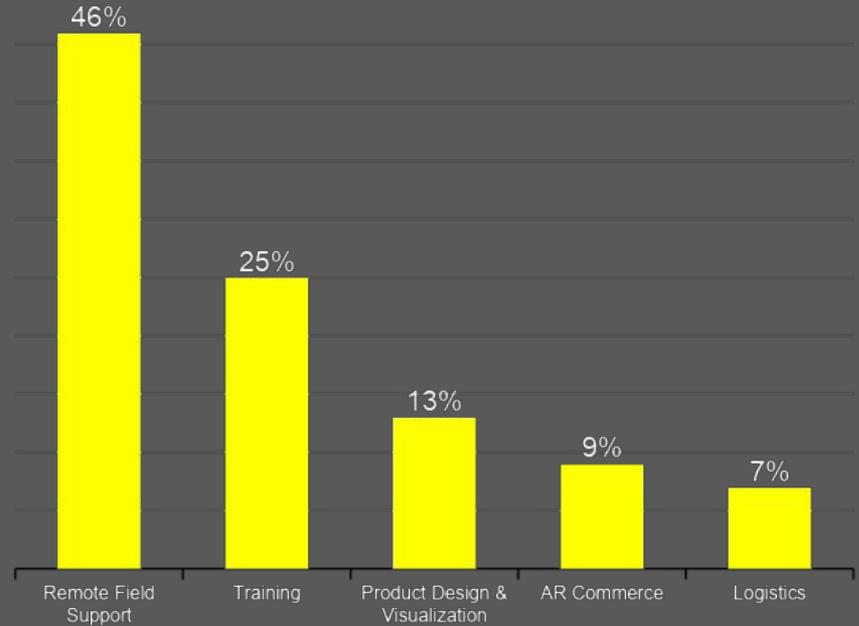
Trainer

"I am unable to impart real-life experience-based knowledge to my trainees."

"With COVID-19, practical exposure to devices, systems, and meaningful interactions with those is a major challenge."

"...while there are challenges, the remote assistance market is set to grow exponentially."

46%	25%	13%	9%	7%
Remote Field Support	Training	Product Design & Visualization	AR Commerce	Logistics

*Percentages are based on number of respondents. Respondents were participants in Gartner's midsize enterprise webinar, conducted August 2018

AUGMENTED REALITY IS EXPECTED TO CHANGE THE WAY REMOTE ASSISTANCE IS PERCEIVED AND PROVIDED TODAY.

How **XRmeet** helps in
Remote Assistance

→ **DIGITAL MANUAL USING AR CAN HELP A CUSTOMER TO BE SELF-SUFFICIENT :** XRmeet provides real-time solutions for cases like lack of experience, repairing machines and appliances, product installations, and maintenance.

→ **ANALYTICS INSIGHTS IN REAL-TIME :** Ability to integrate data from different sources and overlay meaningful information in AR.

→ **FAST AND SECURE LIVE REMOTE ASSISTANCE :** XRmeet is the one solution for providing fast and secure live remote assistance in product installation and maintenance issues faced by the customers.

→ **MOBILE / TAB / WEARABLES CAN BECOME AN INTERACTIVE TOOL FOR TECHNICAL SUPPORT :** XRmeet provides real-time customer support through any devices such as smartphones, tablets, and AR wearables.

→ **EMULATION OF TELEPRESENCE, ABILITY TO ANNOTATE, AND GUIDE THE CUSTOMER REMOTELY, ESPECIALLY IN THE POST-COVID-19 WORLD :** XRmeet allows intervening remotely without a geographical barrier with customers to resolve the technical issues. With AR annotations, technicians can visually guide the customers as they were on-site.

XRmeet
KEY FEATURES

AR ANNOTATIONS

It superimposes screen aligned AR annotations on the real-world object and displays in-situ information for users.

ON-PREMISE DEPLOYMENT

Supports on-premise deployment and branded applications for enterprise customers.

MULTIPLE DEVICE COMPATIBILITY

It is designed to run in multiple devices ranging from smartphones, tablets, and wearables.
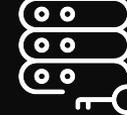
DATA ACCESS

Supports data access from anywhere by anyone. No issues of geographical barrier.

OBJECT TRACKING

The object tracking feature recognizes the real-world object and overlays information in the form of text, 3D animations, images, or videos.

REAL-TIME ANALYTICS

It provides real-time analytics insights and helps in quick and better decision making.

TRAINING & SKILL-GAP BRIDGING

With XRmeet object tracking and AR annotations features, from novice workers to product experts can perform better, faster, and error-free.

REMOTE ASSISTANCE

Allows technicians to intervene remotely to resolve the issues facing by the customers and visually guide them as they were on site.
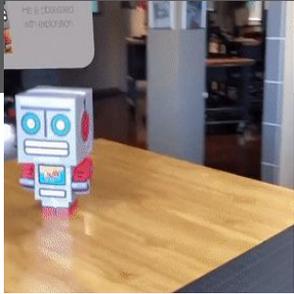
AR INSTRUCTIONS

Digitalize manuals and superimposes the digital information using AR over the object for better processing of knowledge by users and product experts.

SAFETY ASSURANCE

It maps AR instructions in the real-world, which helps to avoid misinterpretations and ensure safety when performing tasks.

How **XRmeet** works

AR OBJECT TRACKING

When a user scans the product, the XRmeet application tracks the objects and overlays preloaded digital information for users to identify and resolve the issues.

AR REMOTE ASSISTANCE

If the users still find it hard to resolve, XRmeet provides **remote- live assistance** where the **technicians visually guide and assist in real-time as they were on-site.**

AUGMENTED REALITY ANNOTATIONS

Through AR annotations, and AR drawings, the technicians will be able to **help the customers to identify and resolve issues** in no matter of time successfully with **multiple team collaboration**.

COMPLETE ZERO CODE PLATFORM

XRmeet platform provides editor support where the client can preload the digital information of the product. **Zero code enables minimal lead time for training and minimal expertise to run the system.**

SELF INSTALLATION OF PRODUCTS

When the end-user scan the product with the XRmeet application. The application scans, tracks, and recognizes the product. It superimposes the information as AR images, text, videos, and 3D animations on real-world supporting users to self install and do repairs.

Key Benefits:- *Low labor cost and high operational efficiency, customer satisfaction with convenience, easy activation of products and no long wait for a technician to show up, reduces the machine downtime and maintenance times.*

REMOTE TECHNICAL SUPPORT

XRmeet will connect the end-user to the experts available when they make a call to the support team. Through the camera stream of end-user, technicians will see the issues, and provide the required assistance through hand drawing, an arrow marking, or text annotations. These annotations will be displayed in AR over the end-user screen in real-time.

Key Benefits: *Better understanding between the customer and expert, Reduced customer frustration, Quicker identification of the problem, Right guidance and resolution of the issues, Improved customer satisfaction.*

TRAINING NOVICE SKILL FORCE

With the engaging AR environment, training novice workforce made easy with delivering expertise through AR instructions. The user scans the work station with the XRmeet application. AR instructions will be displayed, so the trainees start their work without any external support. Experts will be available online to guide them. The to-fro camera stream will help with better collaborations.
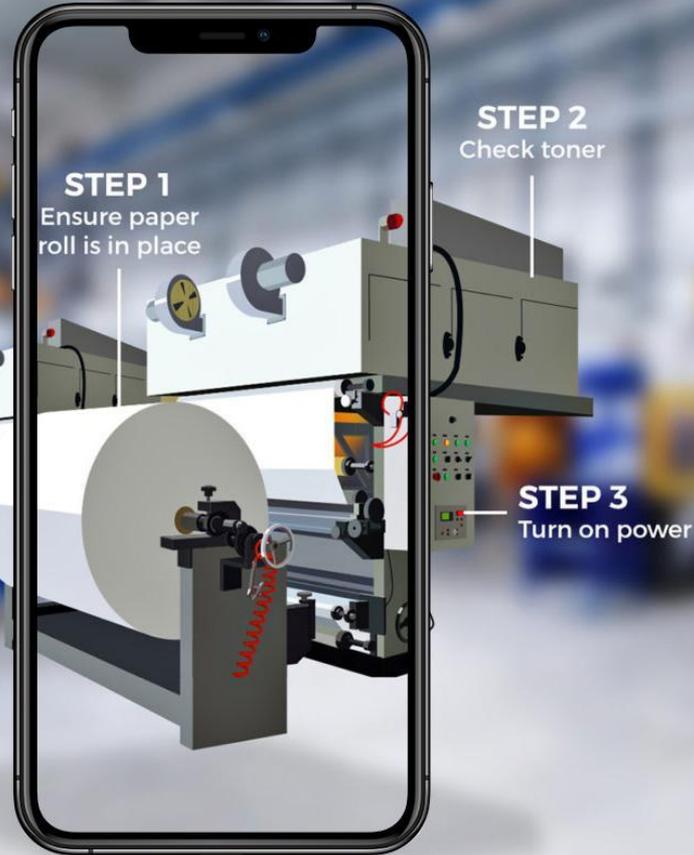
Key Benefits - *Reduces the training cost, Bridging knowledge gap, better knowledge transfer among employees, Ensure safety and error-free.*

QUALITY ASSURANCE & REAL-TIME ANALYTICS

Using the XRmeet application, the authorized personnel scans the product, the preloaded digital contents with the real-time analytics insights and inputs will ensure better two-way communication with multiple experts, thus for easy decision making. It will help in preventive maintenance and error-free repair.

Key Benefits:- Quick decision making, No location barrier in expert communication, reduced repairs and equipment downtime, better conservation, and increased life expectancy of assets.
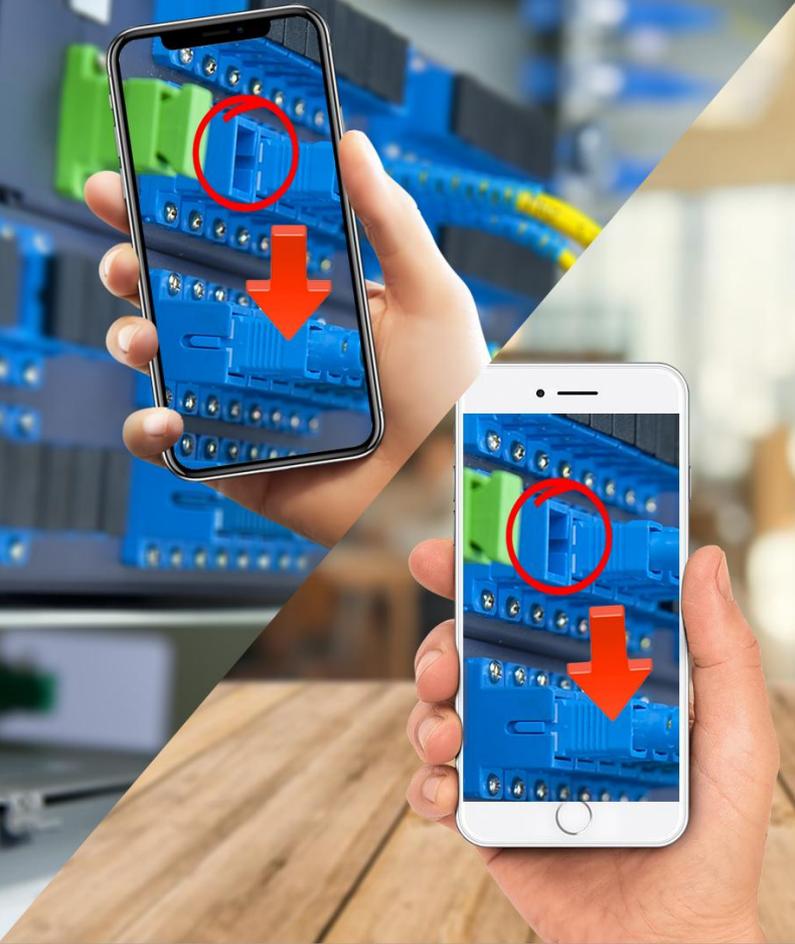
LIVE AR VIDEO STREAMING

XRmeet helps to eliminate the geographical barrier. XRmeet provides live video with AR. It will be helpful to resolve, brainstorm issues, and make a quick and better decision with multiple members' collaboration. On-site camera stream, two-way audio transmission, and AR annotation will deliver the information fast and quick. Businesses can grow without spending much for the commutation of their workforce to remote locations.

Key Benefits:- Better collaboration of experts, technicians, and customers, Support and communication anywhere with anyone, low operational cost, fast and easier troubleshooting.
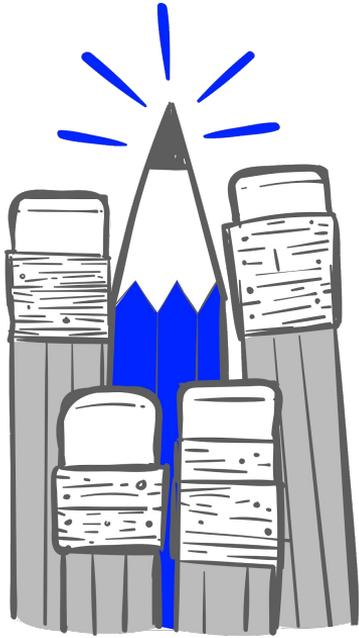
UNIQUE VALUE ELEMENTS

➔ Only company in India with a proprietary AR engine

➔ Integration of real-time data analytics

➔ Reduce dependencies on an expert by using object detection and thus having higher operational efficiency

➔ A complete zero-code platform

➔ The only platform in the market with object detection and remote assistance using AR

➔ Access from any device, smartphones to wearables

ILLUSTRATION: KNOWLEDGE SHIFT LEFT USING AUGMENTED REALITY, LEADING TO OPEX SAVINGS

NOW

EXPERT PERSONNEL
Expert Support
Provide extended tele support

TECHNICIAN
Preliminary Support
Provide Tele-support

END USER
Call Support
Reach out to Technician for support

USD 6 MN SAVINGS ON OPEX*

FUTURE

EXPERT PERSONNEL
Expert Support
Provide AR supported remote assistance and video interaction for quick problem solving

TECHNICIAN
Preliminary Support
Provide AR supported remote assistance and video interaction for quick problem solving

END USER
Self Service
AR based Digital Product Manual for self reference prior to reaching out to support services

*For a large company with minimum 1000 technicians