



Remote Assist on HoloLens
End-to-end support



Introduction to Dynamics 365 Remote Assist



DYNAMICS 365

Remote Assist

Microsoft Dynamics 365 Remote Assist is a HoloLens App allowing you to share information in real time remotely.

Simplify the interactions by seeing your colleague through a video call, add points of interest and indicators in the real world to guide and share documents to inform.



[Discover the solution with a video](#)





DYNAMICS 365
Guides

The main use cases of the solution are:

- Expertise / Support / Remote Assistance
- Remote training
- Remote collaboration
- Stock Management
- Audits / Quality Control
- Augmented visits (warehouse, factories, showrooms, points of sales, offices, museums,...)



Benefits.



Interact easily remotely

- Sharing of field of view
- Video conference



Display of the information in the field of view

- Sending of images and PDF files
- Adding of text and indicators
- Writing in the field of view of the operator
- Document viewing in the field of view



Autonomy

- No cables, hands free
- Anchoring with reality
- Contextualisation of the information



DYNAMICS 365

Remote Assist

The key factors of a successful deployment:

- Validated Microsoft prerequisite
- Hardware adapted to the usage
- User accounts created
- App installed and configured
- Users trained and autonomous





Various hardware solutions



Microsoft HoloLens 2



HoloLens 2 **Standard Edition**

12 months warranty



Microsoft HoloLens 2



HoloLens 2 **Industrial Edition**

Clean Room Certification ISO 14644-1 Class5
HAZLOC Certification Class I-Division2 Groupes A,B,C and D
24 months warranty



Trimble XR10



HoloLens 2 + Industrial hardhat



Synergiz HoloKase



SMALL ONE TR

HoloLens 2 (standard or industrial) + Wifi / 4G connectivity
+ Surface Pro tablet (video sharing/ Storage)
+ power bank + hardcase



Synergiz HoloKase



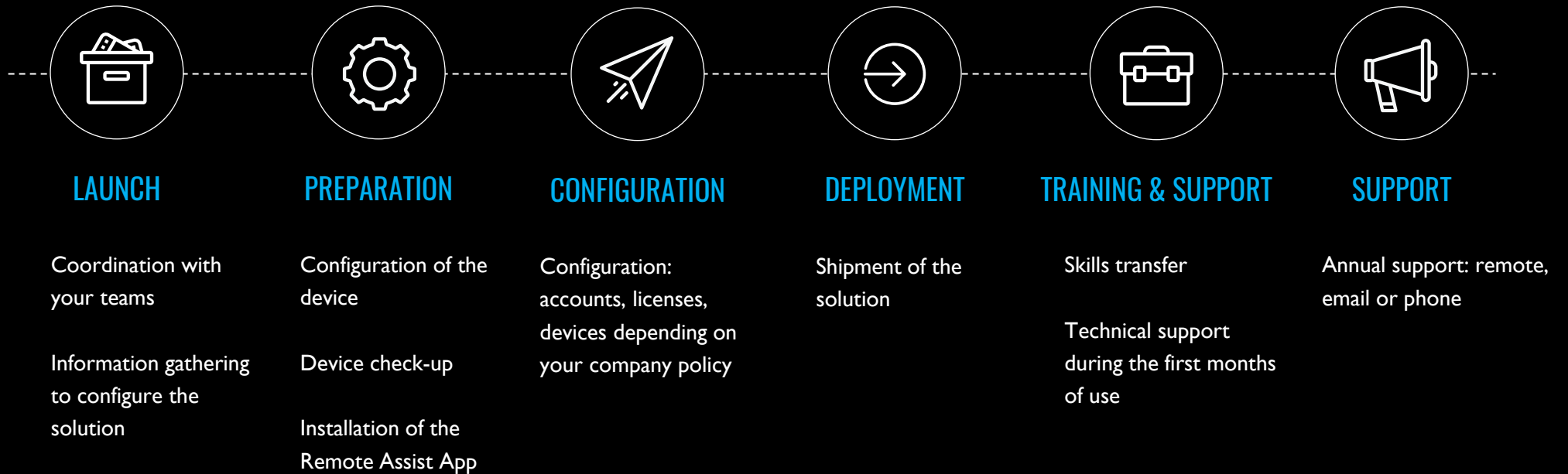
MEDIUM TWO TR

2 x HoloLens 2 (standard or industrial) + Wifi / 4G connectivity
+ Surface Pro tablet (video sharing/ Storage)
+ power bank + hardcase



A proven methodology

Methodology.





Microsoft
Partner

Mixed
Reality

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