



**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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