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Remote Assist on HoloKase
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
- Writting 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

Introducing

HOLOKASE
by
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Collaborate everywhere
with your HoloLens 2

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Use your HoloLens 2 everywhere.

Collaborate Everywhere

With the Wifi/4G router included
no need for an Internet Connection
to collaborate using your HoloLens 2

All-in-one Solution

HoloLens2, Router, Surface tablet
and Power Bank are all packed-up
in a complete solution case enabling full
deployment of Mixed Reality experiences

Transport and Store easily

The optmized size, handle and wheels *(for Medium only)* make it easy to carry your device everywhere while the foam protects your devices even during transportation

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HoloKase
featuring HoloLens2

HOLOKASE
by synergiz

Small One TR

1

Medium Two TR

2

**Customizable
(Size & Content)**

3

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HoloKase
Small One - TR

- 1 HoloLens V2
- 1 Tablet Surface Pro
- 1 Wi-Fi / 4G Router
- 1 Power Bank

**HoloKase
Medium Two - TR**

2

HoloKase Customizable

3

Example of customization:

- 1 HoloLens V2

- 1 Tablet Surface Pro

- 1 Wi-Fi / 4G Router

- 1 Power Bank

- 1 Storage Space (5L)
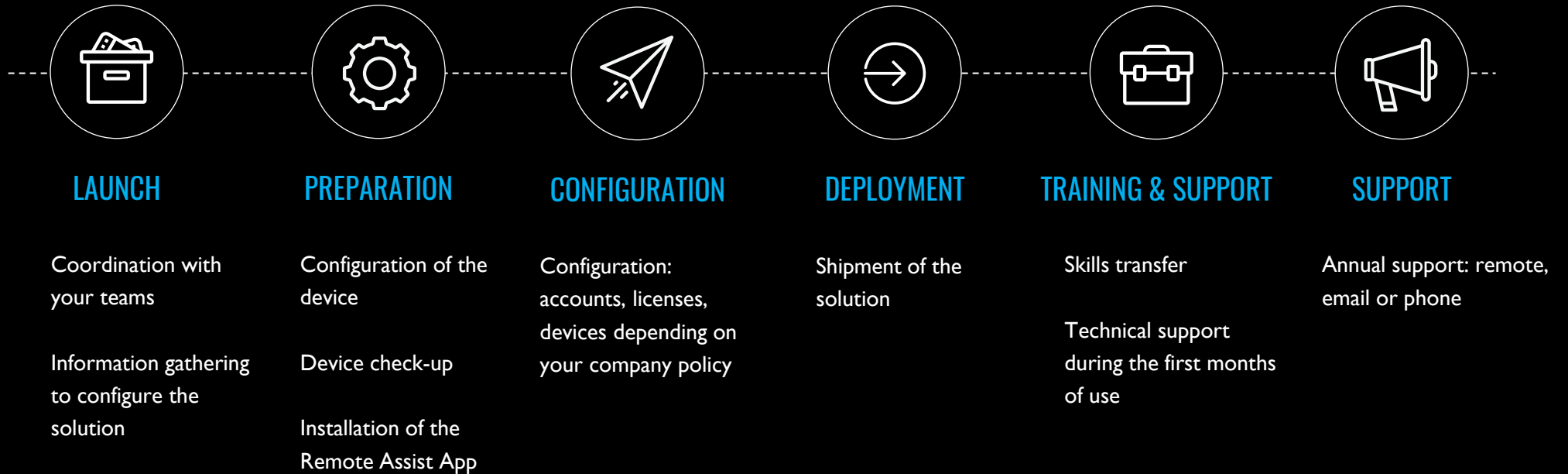
HoloKase
featuring XR10

HoloKase XR10

- 1 Trimble XR10
- 1 Tablet Surface Pro 7
- 1 Wi-Fi / 4G Router
- 1 Power Bank

A proven methodology

Methodology.

LAUNCH	PREPARATION	CONFIGURATION	DEPLOYMENT	TRAINING & SUPPORT	SUPPORT
Coordination with your teams	Configuration of the device	Configuration: accounts, licenses, devices depending on your company policy	Shipment of the solution	Skills transfer	Annual support: remote, email or phone
Information gathering to configure the solution	Device check-up			Technical support during the first months of use	
	Installation of the Remote Assist App				

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contact@synergiz.com

www.synergiz.com