



Meet your customers in-person  
despite **being remote**

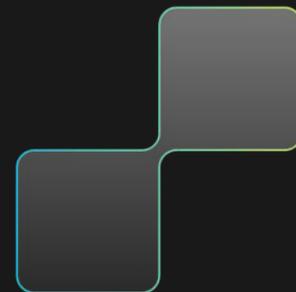
Developed by:

**yameo**



# Video In Person

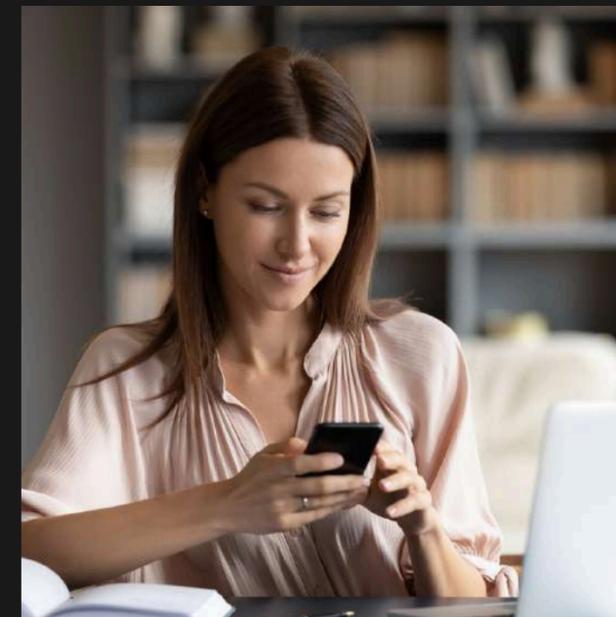
Engage, collaborate, and support your customers during video calls





Unleash the **full potential of video communication** with **Video In Person**, the custom-built platform for real-time video interaction.

With VIP, you get a **tailored solution designed to meet the specific needs of your business**. Choose from a range of video components and build your own platform that seamlessly **integrates with your existing tools and workflows**. Whether you're looking for a solution for **inbound customer (video)calling** or **outbound remote support**, Video In Person has got you covered.



**REALLY  
EASY TO  
USE**

**REMOTE  
VISUAL  
SERVICE**





Send an invite via  
E-mail, SMS, Whatsapp, RCS, or copy  
the link to your communicator (like  
website chat solution)



Open the link  
to web-app on your  
phone or computer  
(no download necessary)



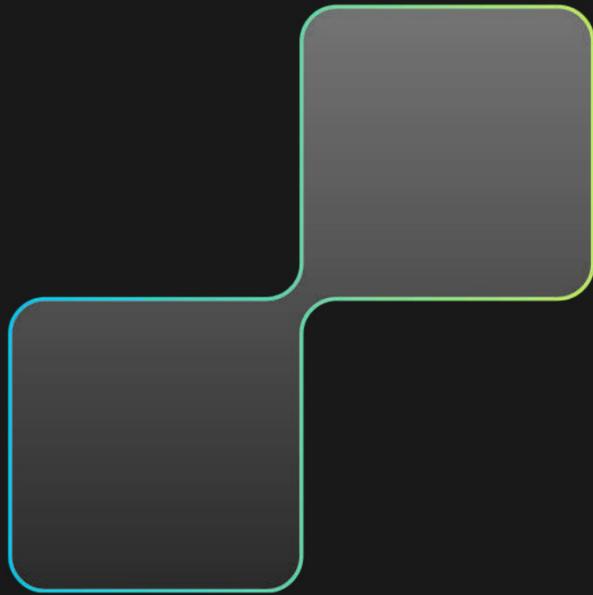
Join the  
videocall



**Enjoy your call  
& all the features!**

**Why**  
**its easy for users.**





# Build your own solution

We have designed the solution in a way that companies can decide how to best use video sessions to support their unique use cases.



## HOSTING OPTIONS



ON-PREMISE



CLOUD



HYBRID

## STORAGE OPTIONS



YOUR OWN SERVERS

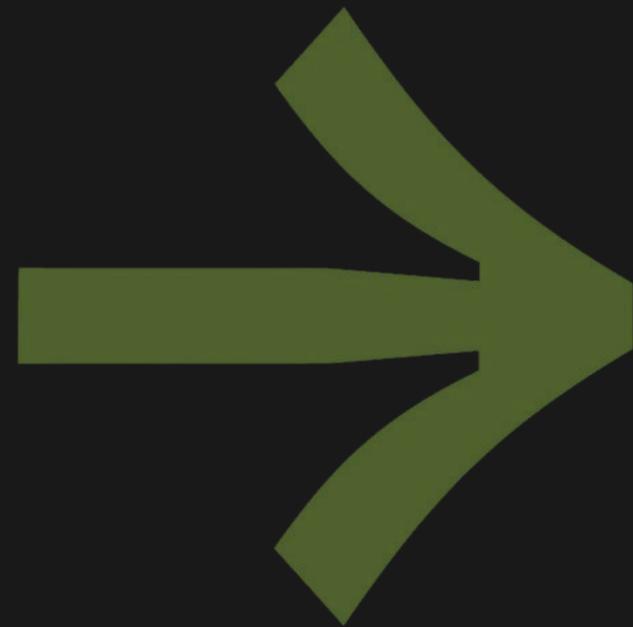


CLOUD

**Store & Host**  
**as you require**



Video In Person is designed to be flexibly deployed to meet your needs and regulations. Additionally, data such as files collected can be stored on customer's servers or in the cloud.



# Choose the features you need

We have already developed over **50+ features** allowing users to choose the features that support their use cases.



SCHEDULING TOOL



MOBILE MEETINGS



E-MAIL & SMS INVITES



REMOTE PICTURES



PARTICIPANT GEO-LOCATION



KNOW YOUR CUSTOMER FEATURES



VIDEO RECORDING



INTEGRATION OPTIONS



CHAT



STORAGE OPTIONS



WEBRTC TECHNOLOGY



SCREEN SHARING



SECURITY OPTIONS



E-SIGNATURE



BRANDING

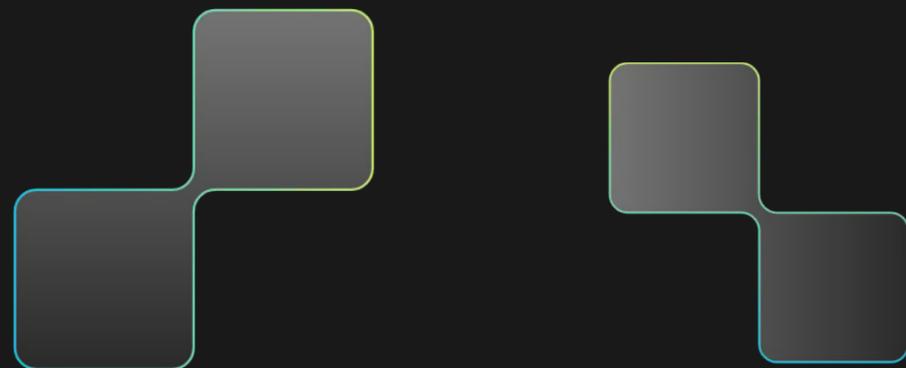
& MORE!



Choose the features you need

# FULL BRANDING WHITE LABEL

The entire solution is white-label, offering companies the opportunity to present a fully branded solution to their customers.



BRANDED  
MESSAGING

Companies can customise the E-mail, SMS, Whatsapp, (soon RCS) messages they wish to send to their customers when inviting to a call, sending reminders, and more.



CUSTOM  
URL

Web-based solutions can be fully customised to reflect only the brand name of the company. Allowing for a trusted and recognisable experience for end-users.



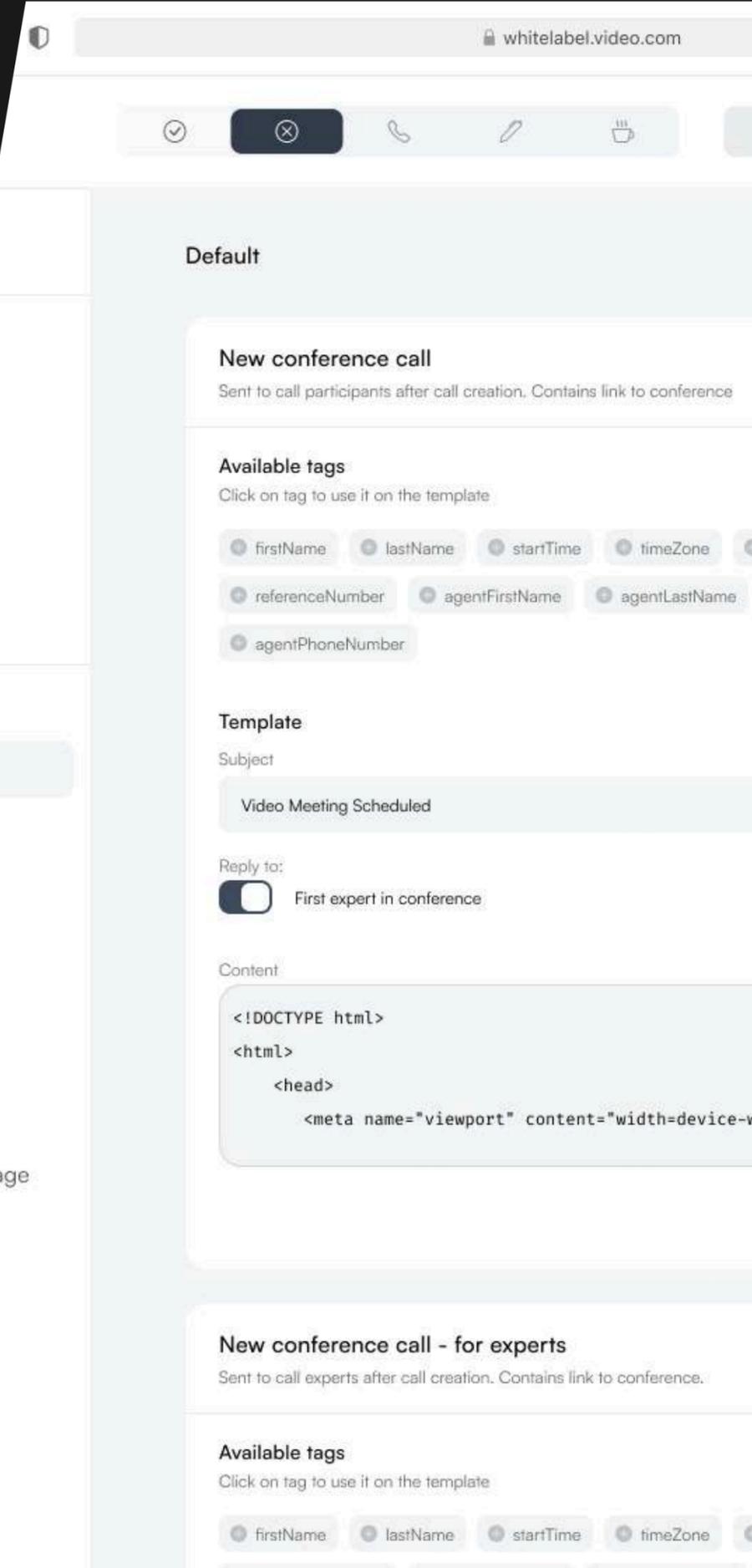
LOOK & FEEL

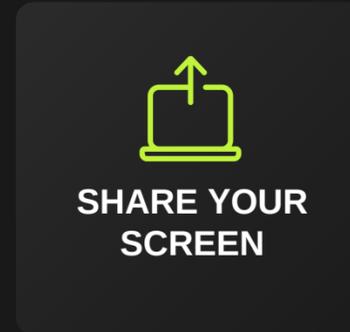
It is incredibly easy to brand the solution with your own colours, logos, slogans, images for a true branded look & feel experience.



LOCAL  
LANGUAGE

The solution is available in multiple languages including English, Polish, and German. More languages can easily be added.

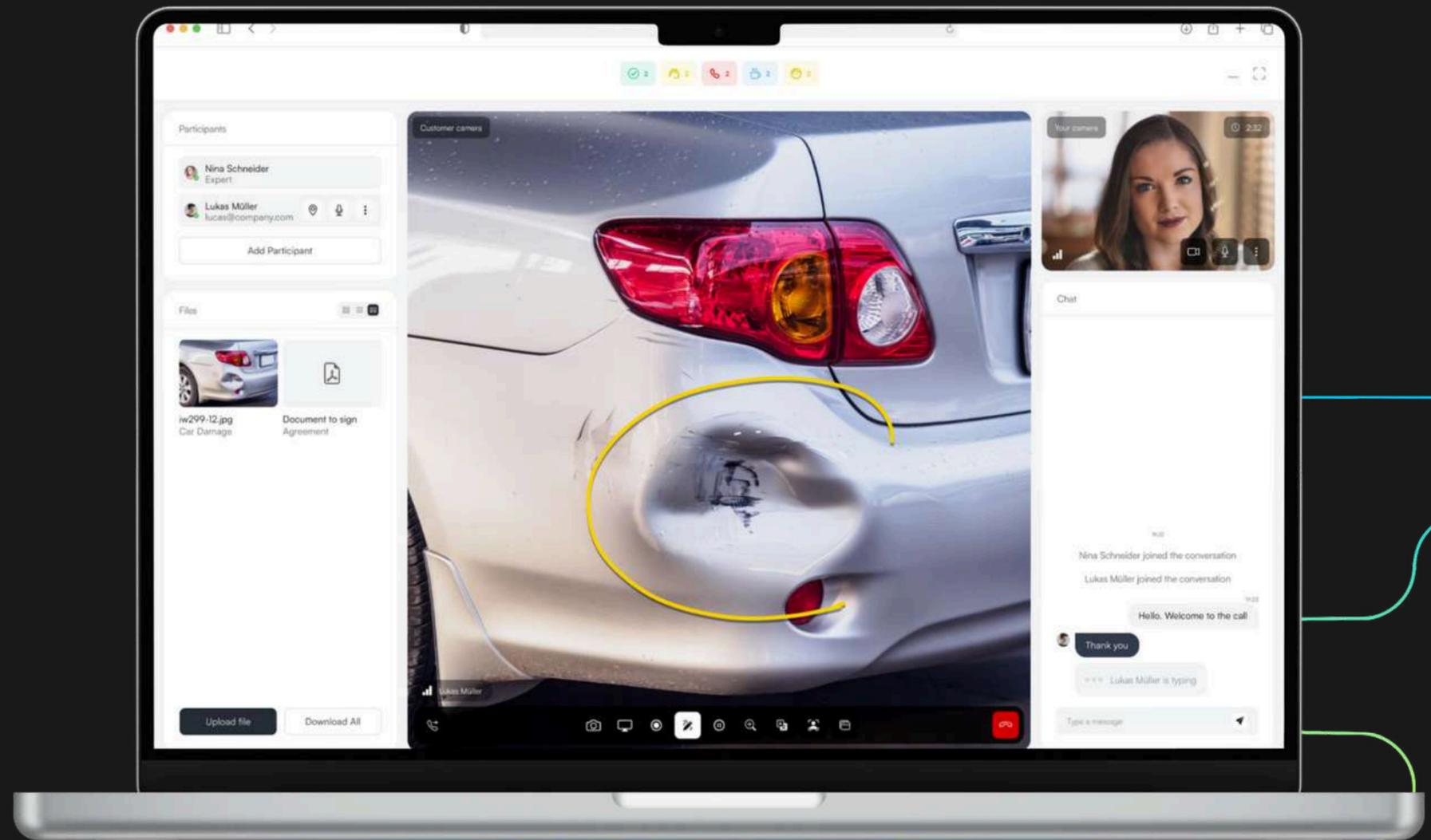




Choose the features you need

# STANDARD IN-CALL FEATURES

Each solution has a standard set of features available during video sessions. Certain features can be turned on/off by Domain Managers.





BUILT-IN  
CHAT



UPLOAD/  
DOWNLOAD  
FILES



ZOOM-IN  
FEATURE



CO-BROWSING  
FEATURE



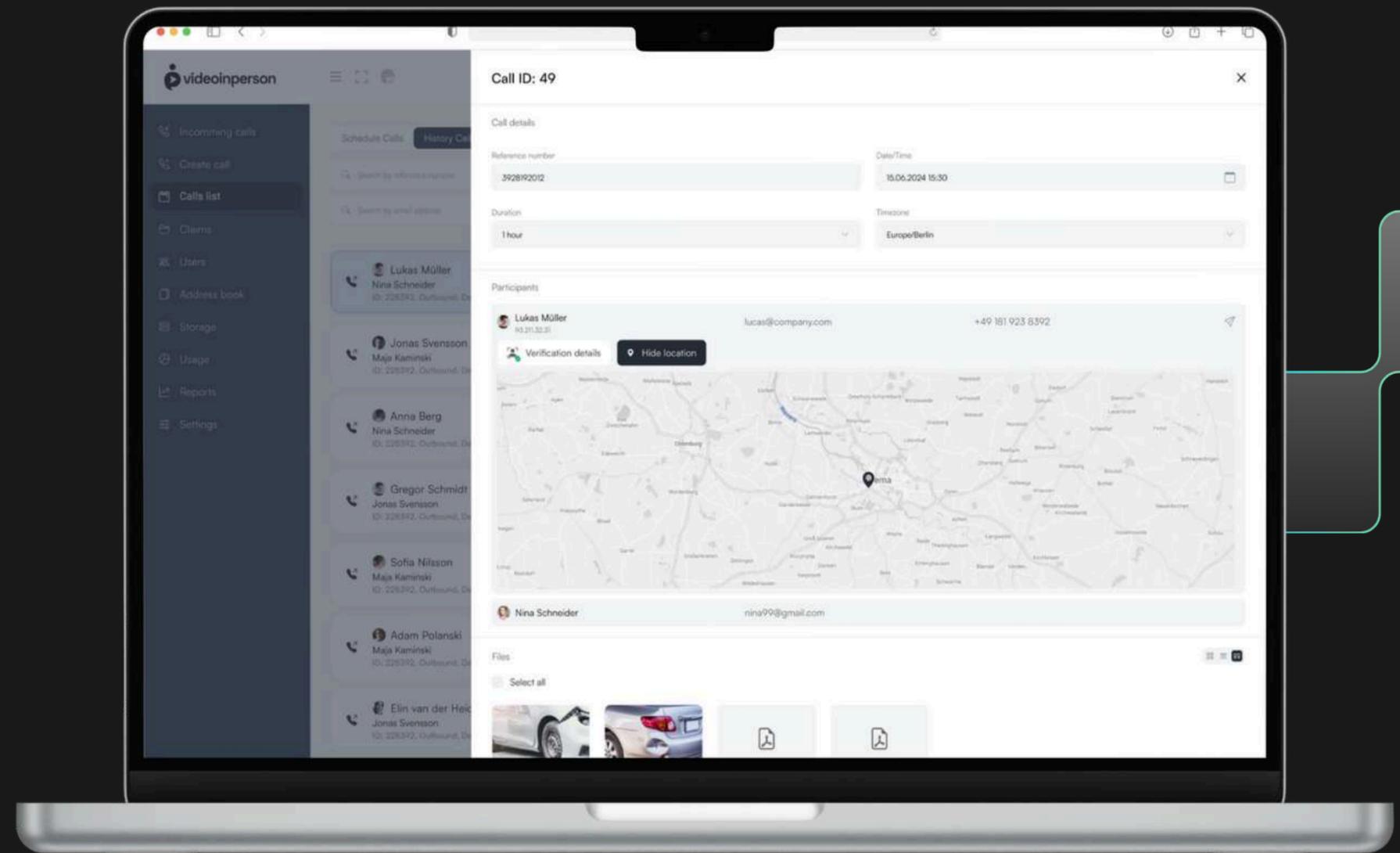
LIVE MANAGE  
PARTICIPANT  
PERMISSIONS

Choose the  
features you need

# STANDARD IN-CALL FEATURES

In-call features are designed to support a wide range of use cases, from remote evidence collection, to advisory services, to sales support to remote inspections.

Video In Person is used for use cases in Healthcare, Insurance, Financial Services, Field Support, Sales Teams, Retail and Automotive.

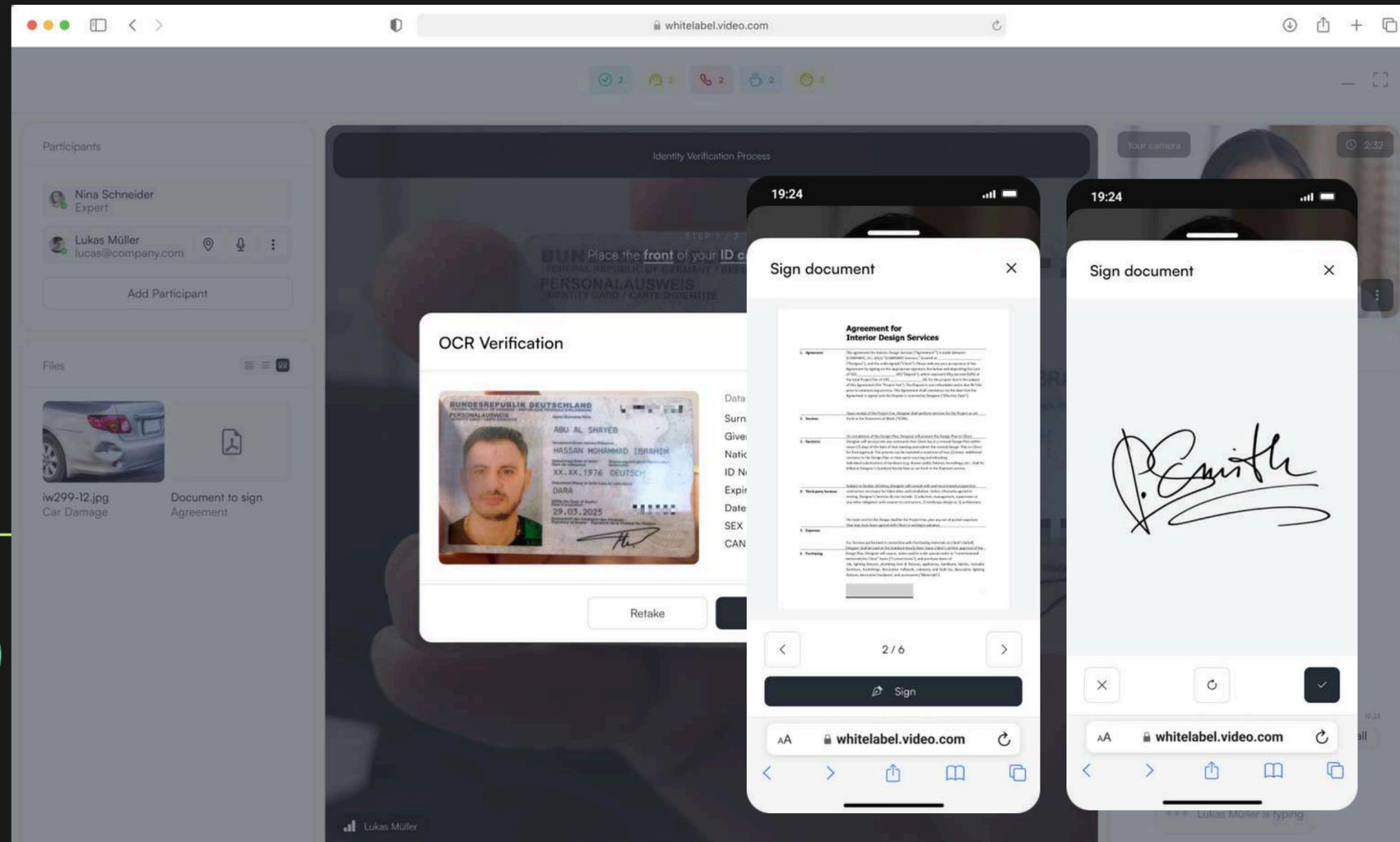




Choose the features you need

# ADD-ON IN-CALL FEATURES

A number of features are add-ons which companies can utilize only if they require them. This way we keep the costs for Customers relevant to their needs.



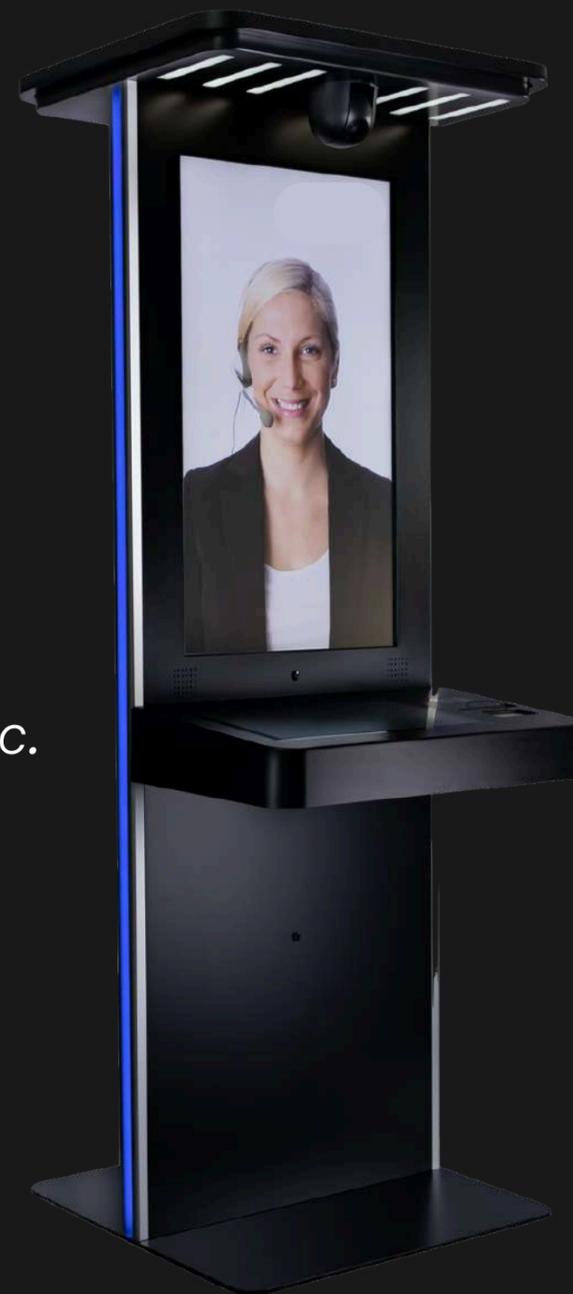


Included in the kiosk terminal:

- ➔ HD quality camera
- ➔ NFC Card Reader
- ➔ Agent Kiosk Environment Control:  
*ex. turn on/off lighting, temperature control,  
close/open door to kiosk unit, open/shut blinds etc.*

# Kiosk Terminal an extra component

An additional component is the kiosk terminal. A terminal anywhere its needed that can connect users with Agents for a better and seamless experience.

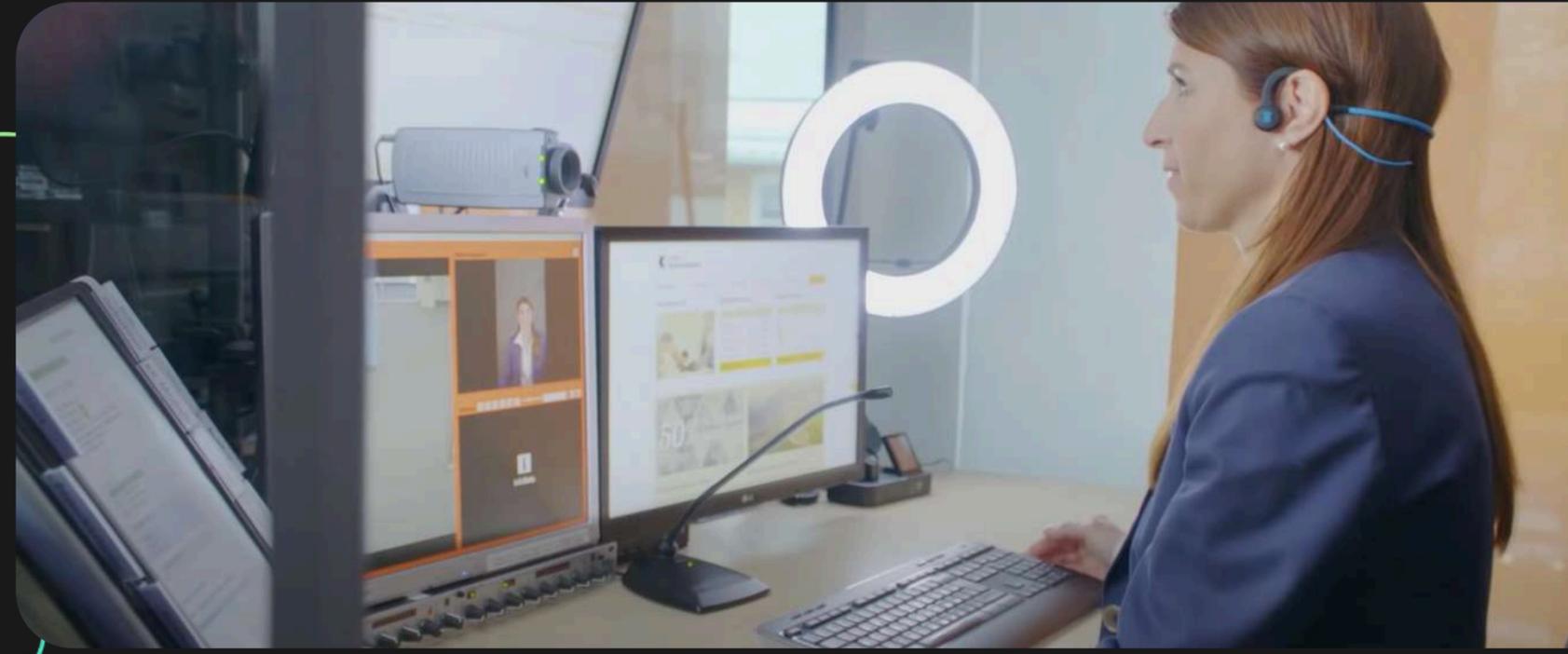


**AGENT WORKSTATION**

**ID SCANNER**

**SIGNATURE PAD**

**FULL VIDEO CUSTOMER SUPPORT**

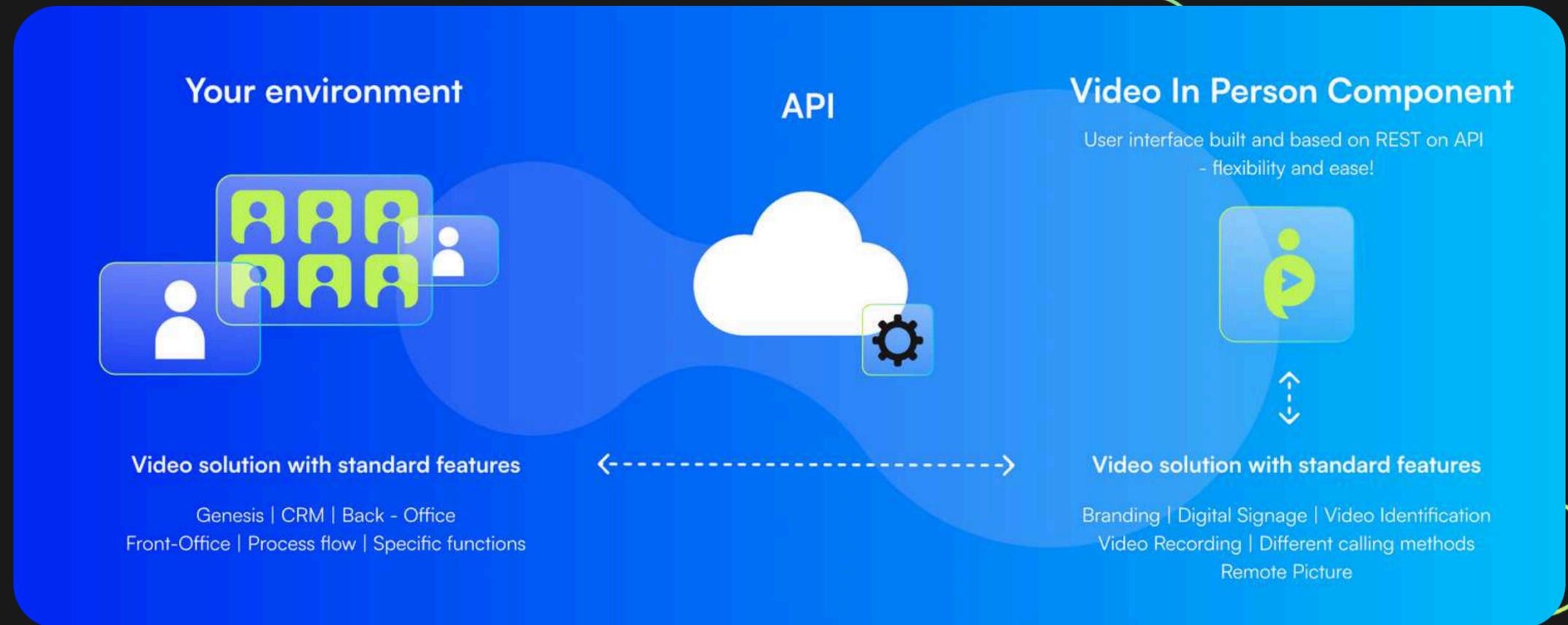


# Kiosk Terminal an extra component

Current kiosk terminal deployments support customer service requests in **Banking, Government, Travel and Healthcare.**



- ➔ Integrate with existing systems
- ➔ Add components to existing (mobile) applications



# Integrate for a seamless experience

The solution is built to integrate using **REST APIs**. Either integrate the whole solution, or just components. Additionally, we have an **SDK** for mobile applications.





➔ Excellent add-on channel for Contact Centers

➔ Tech Partner with Genesys, Microsoft and Google



**Integrate** for a  
seamless experience





In order to deploy the solution in heavily regulated sectors like the Banking, Insurance and Governmental sectors, we have extensive security in place.



GDPR compliant



ISO27001 Certified



Video Stream secured by:

- SRTP,
- TLS,
- AES 128-bit
- AES 256-bit (optional),
- H.235,
- FIPS 140-2.



Imposed Password Complexity Requirements



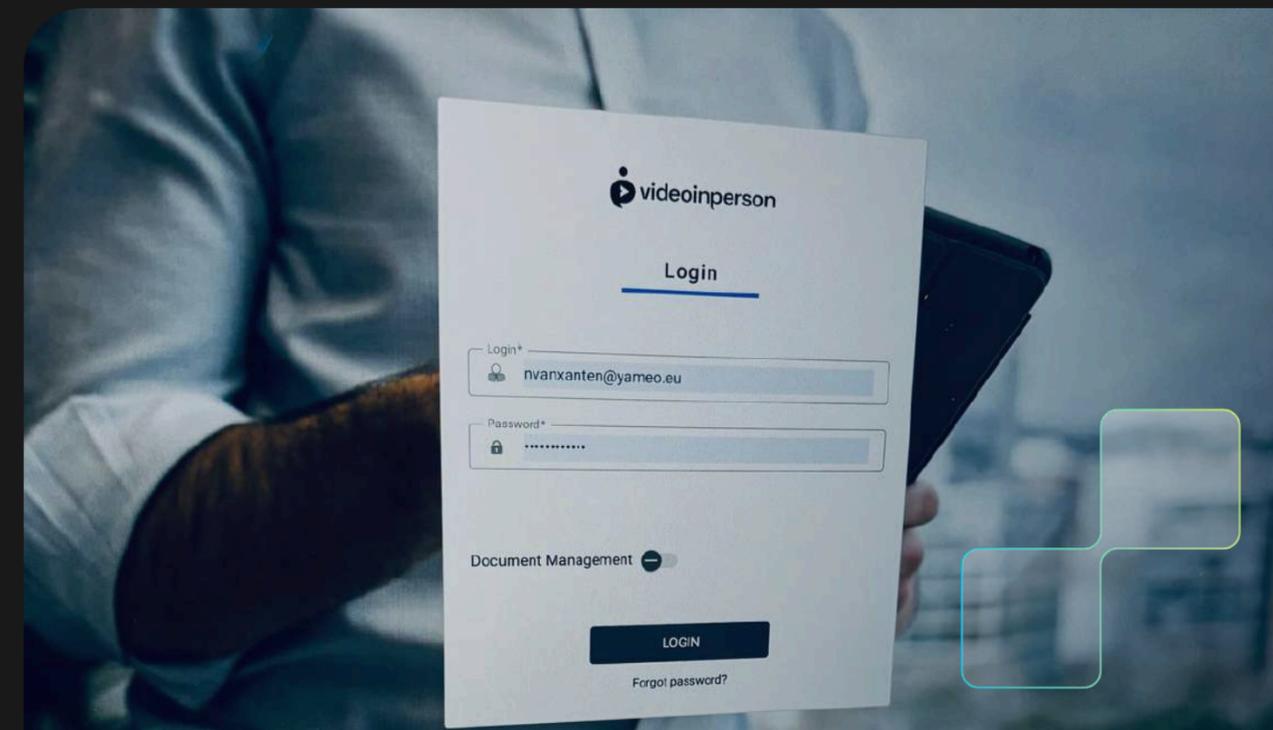
bcrypt algorithm for password integrity



HTTPS communication with system

# Security matters

Video In Person is designed to be secure, with end2end encryption, bcrypt password protection, 2FA and more.





If data is stored on the cloud with Yameo, it is always in an ISO27001 certified Data Center.



## Data Handling is also customisable

Each industry, or company has their own data handling policies. We have therefore in place options to customise how data is handled and stored.

1.

### Role-Based Access Control

Implement tiered access levels (e.g., admin, moderator, participant) to ensure sensitive data is only accessible to authorized users.

2.

### Customisable Data Retention Policies

Allow users to define how long video data, transcripts, and metadata are stored before automatic deletion.

3.

### End-to-End Encryption & Selective Data Sharing

Enable encryption for video streams and provide options for selective sharing (e.g., only with approved participants).

4.

### User-Defined Consent & Privacy Settings

Allow users to customize privacy settings, such as disabling recording, anonymizing participant data, or requiring explicit consent for data collection.



# Healthcare

NZOZ Bukowa & Reda, Polska

→ Stand-alone solution

→ During COVID 90% of consultations remotely

→ Most Used Features:

→ Post COVID 42% of consultations remotely



SCHEDULING TOOL



WEBRTC TECHNOLOGY



SCREEN SHARING



BRANDED MESSAGING

Remote Patient Consultations

Notable

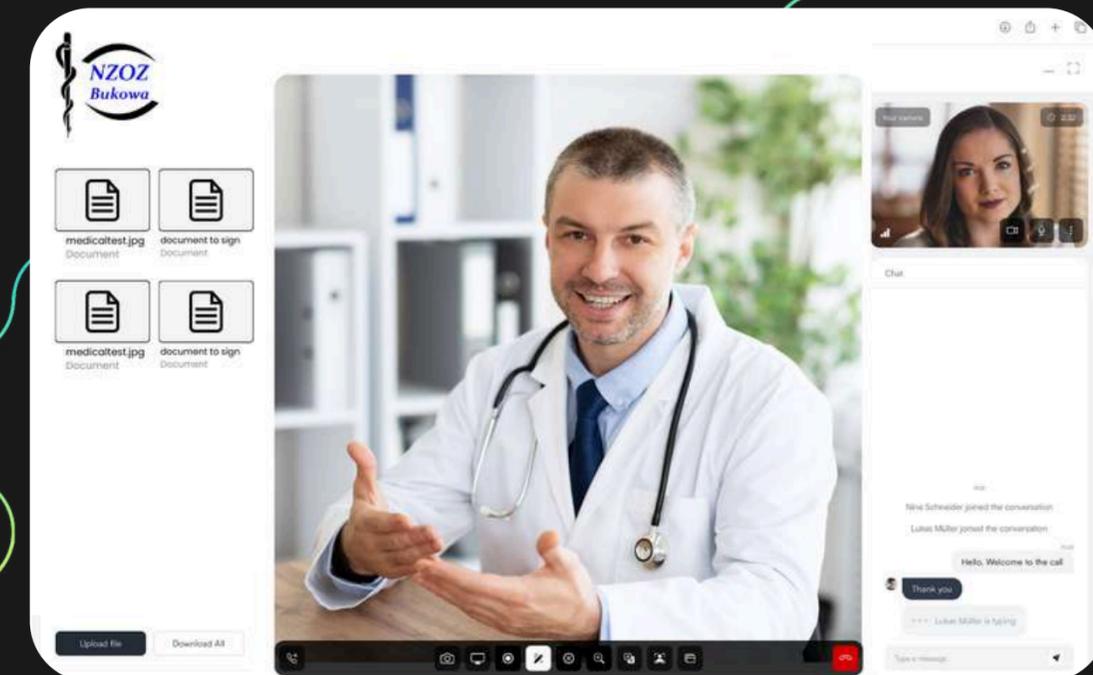
Implementations



CUSTOM URL



LOOK & FEEL





Stand-alone solution



Replacement of previous failing solution



After deployment usage increased 50%

# Insurance

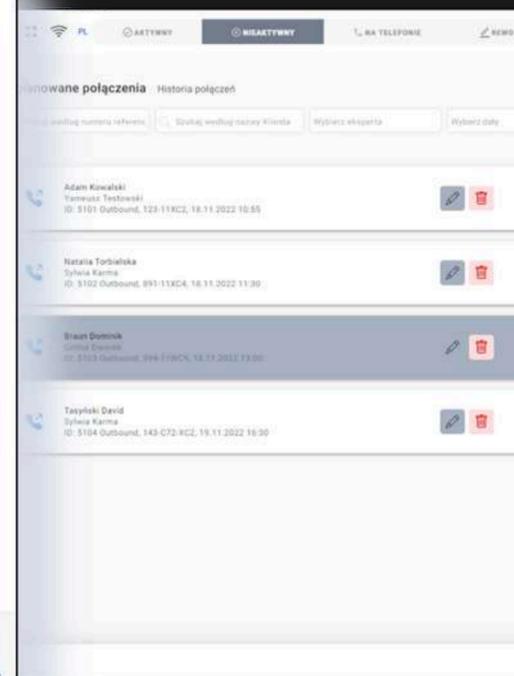
Ergo Hestia, Polska



Remote Evidence Collection

# Notable Implementations

- SCHEDULING TOOL
- WEBRTC TECHNOLOGY
- ANNOTATE ON LIVE VIDEO
- CUSTOM URL
- LOOK & FEEL
- TAKING PICTURES & VIDEOS
- BRANDED MESSAGING
- PARTICIPANT GEO-LOCATION





# Financial Services

Credit Agricole Polska

➔ Integrated Solution

➔ Previous vendor did not meet expectations

➔ Most Used Features:

➔ Plans to expand to other Credit Agricole countries



SCHEDULING TOOL



LOOK & FEEL



BRANDED MESSAGING



E-SIGNATURE



INTEGRATION OPTIONS



ON-PREMISE HOSTING



WEB-RTC TECHNOLOGY



IDENTIFICATION VERIFICATION

Video Banking

# Notable

# Implementations





# Professional Services

DEKRA, Germany

Remote Audits & Inspections

# Notable Implementations



Stand-alone solution



Used in 25 countries



35% more business won

SCHEDULING TOOL

WEBRTC TECHNOLOGY

ANNOTATE ON LIVE VIDEO

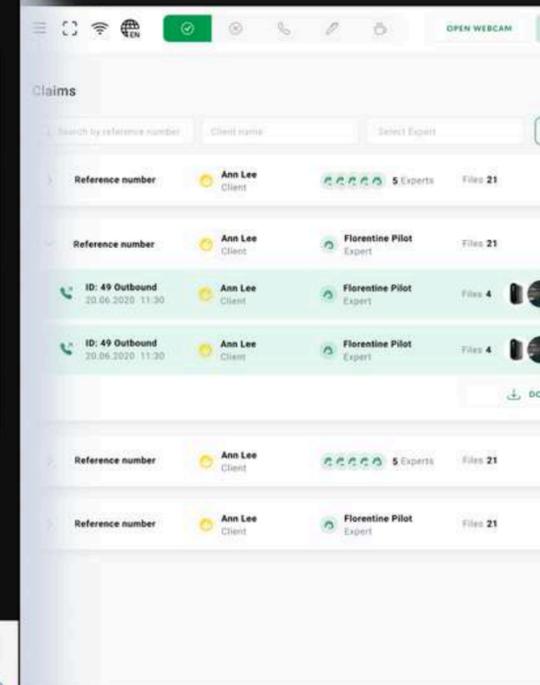
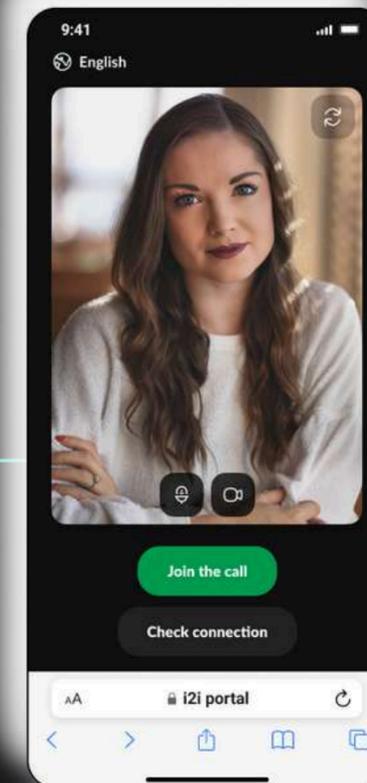
CUSTOM URL

LOOK & FEEL

TAKING PICTURES & VIDEOS

BRANDED MESSAGING

PARTICIPANT GEO-LOCATION





Yameo effectively supports our needs and ideas. If we come up with ideas for innovative solutions, they help us translate them into opportunities — they do this quite fast. Overall, the **support that we receive from them in this rapidly changing market is outstanding.** The feedback of our internal and external stakeholders proves that.



- **Christian Ritter**  
Vice President Service Development  
Division Claims & Expertise at DEKRA

**CUSTOMER**  
**QUOTES**

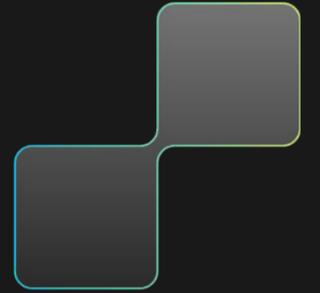


The client's customers and employees started using the video claims management solution Yameo developed, leading to a **50% increase** in video claims and inspections handled remotely. Yameo's team showcased their extensive tech knowledge, enabling them to exceed the client's expectations.

**ERGO**  
HESTIA®

- **Oskar Jedynasty**  
Software Development Director at  
Ergo Hestia

**CUSTOMER**  
**QUOTES**





AMAZING  
CUSTOMERS





**CHECK OUT OUR  
MATERIALS**



## Transition Checklist

A checklist to help interested parties transition away from a failing solution to Video In Person.



## FAQs

We answer the most common questions we received from people unfamiliar with us.



## Customer Interviews

Review what customers say about Video In Person.





# Discover what Video In Person can do for your business!

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