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DO MORE NOW WITH MORE KNOW HOW

Multi-source AR knowledge platform for enterprise field service

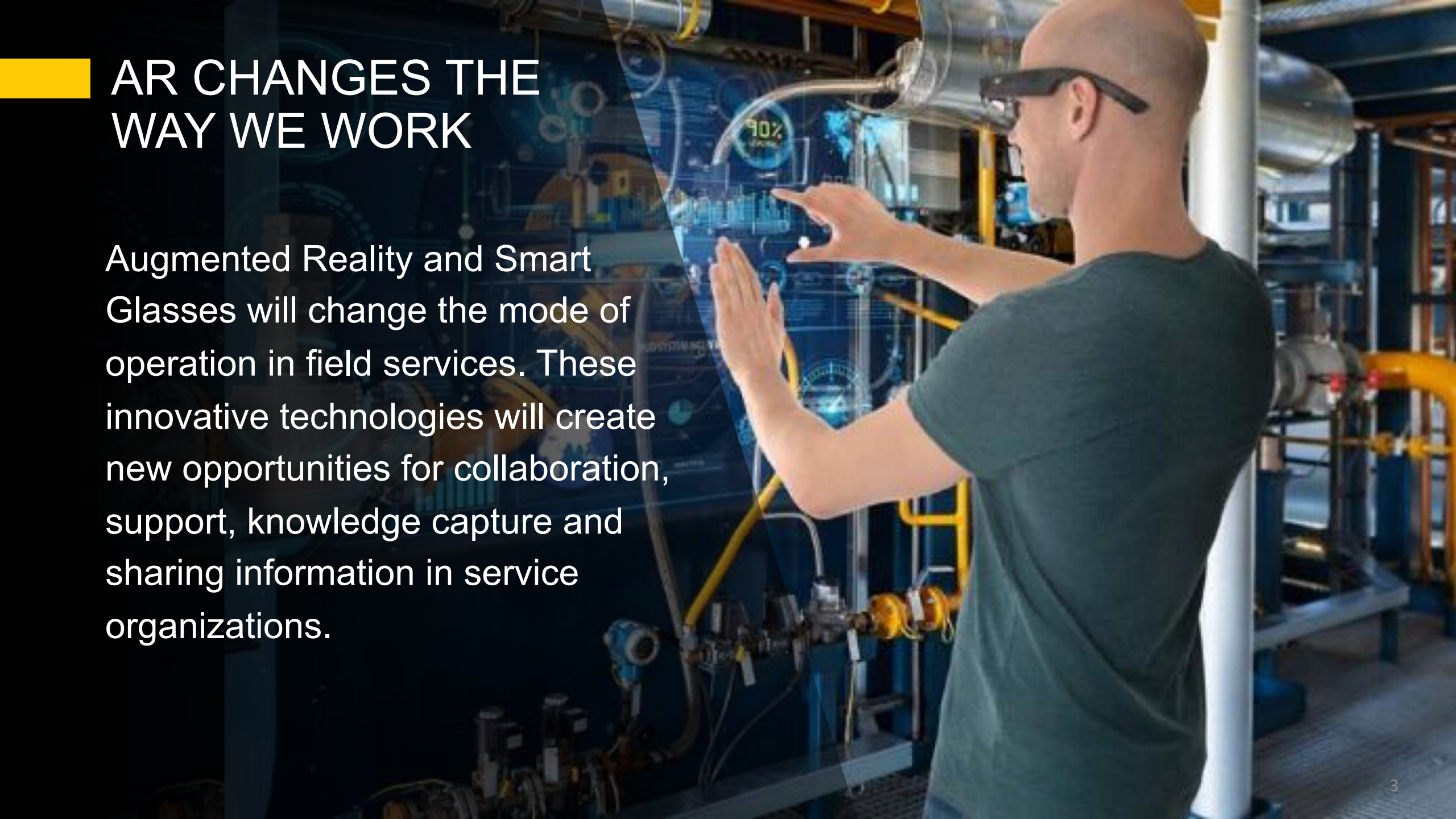
THE CHALLENGES

Billions of dollars lost from failure to resolve technical issues and preventable service visits

- Subject matter experts waste time on travels to resolve minor technical issues
- Experienced technical personnel retire and knowledge is lost
- Sophisticated and complex equipment and machines require multidisciplinary skill sets
- Difficulties in hiring new technicians and then lengthy time to train new technical personnel
- Technicians lack real-time, hands free access to service knowledge while performing their tasks, management lacks operations visibility
- High cost of services. Equipment manufacturers are striving to increase service related revenues

AR CHANGES THE WAY WE WORK

Augmented Reality and Smart Glasses will change the mode of operation in field services. These innovative technologies will create new opportunities for collaboration, support, knowledge capture and sharing information in service organizations.



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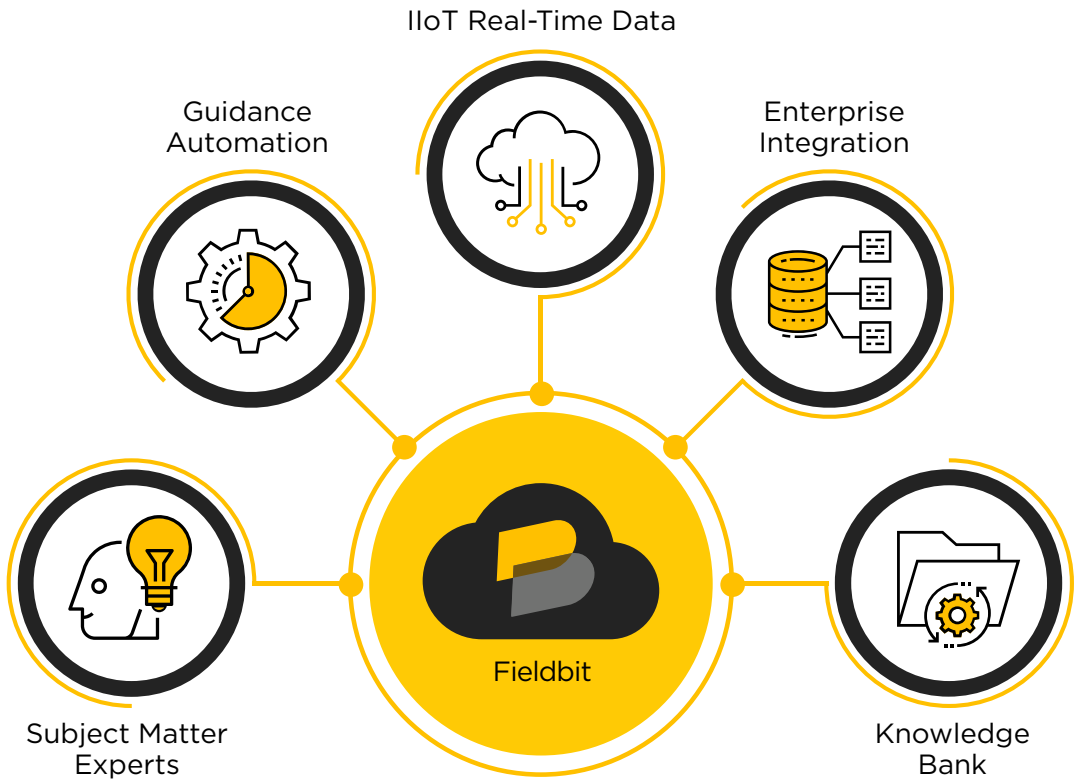
Fieldbit provides industrial manufacturers and asset owners with an enterprise-grade, multi-source field service knowledge software that uses augmented reality to meet the challenges facing field service technicians as they service complex equipment in hostile environments where any amount of downtime is hugely expensive.

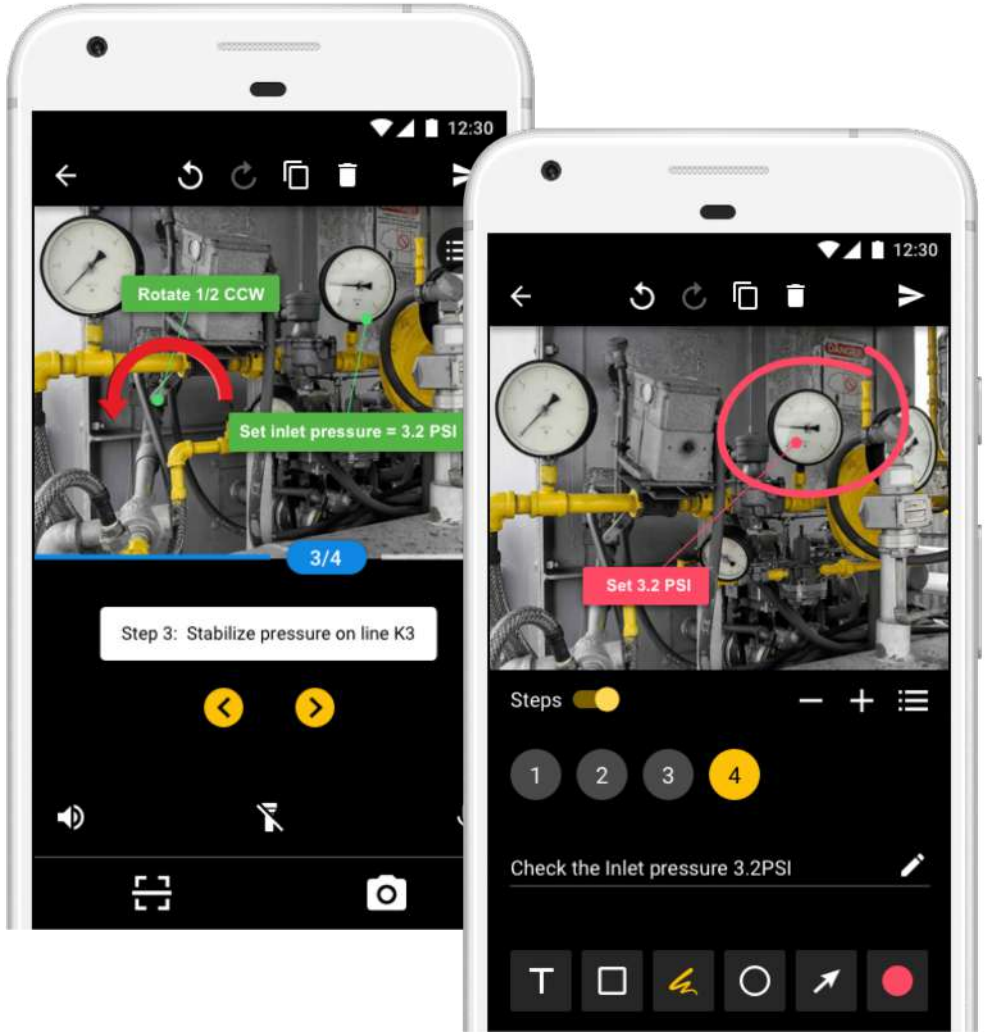
MULTI-SOURCE AR KNOWLEDGE

- Quickly and accurately locate on-site issues with visual maps of the work sites with real-time data connected to each asset
- Collaborate among team members and subject matter experts
- Scale and share specialized knowledge from multiple sources in real-time across geographies, underwater, or underground
- Onboard and train new generations of workers using AR guided operational procedures
- Conduct maintenance, troubleshoot, and ensure safety and quality digitally with real-time IIoT



REMOTE ASSISTANCE - FEATURES

- Support multi-party communications via conference call, messaging, video
- Enable See-What-I-See, over-the-shoulder troubleshooting, problem-solving with expert(s)
- Enhance customer satisfaction with the transparent ticketing system, notifications
- Allow unregistered user support for ticketing



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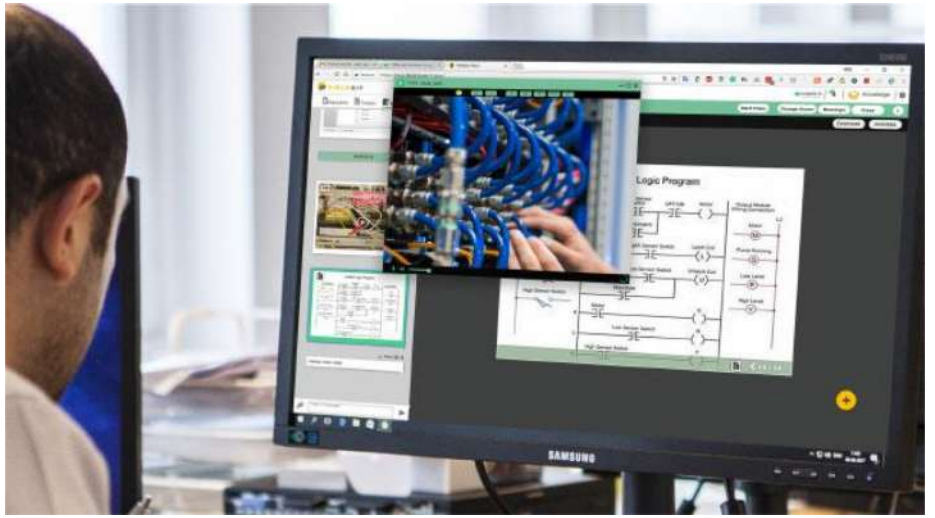
GUIDANCE AUTOMATION - FEATURES

- Build step-by-step procedures with easy-to-use authoring tools
- Distribute digital procedures firmwide
- Use no-brainer check lists for compliance: Take picture, Enter data, Scan barcode, etc.
- Convert manual procedures to digital
- Generate compliance reports



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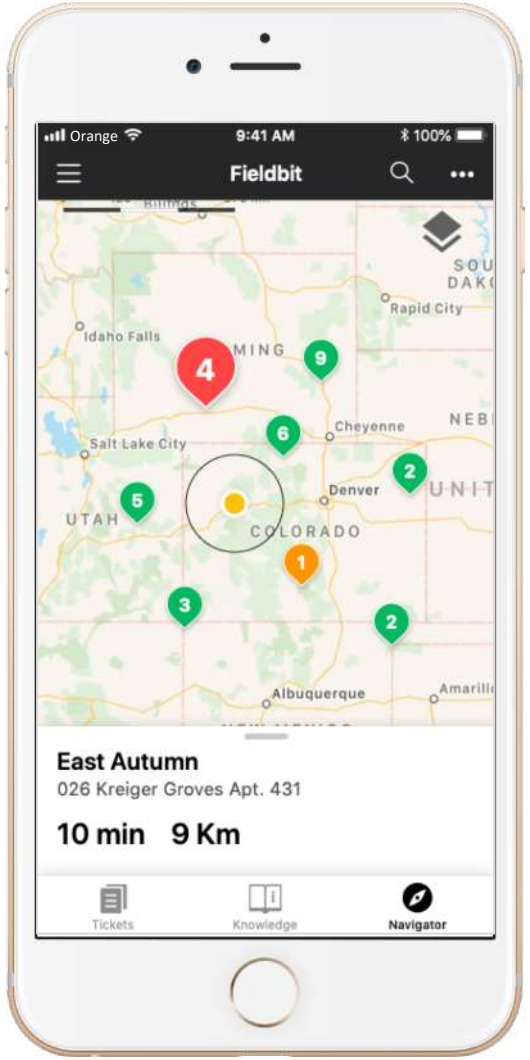
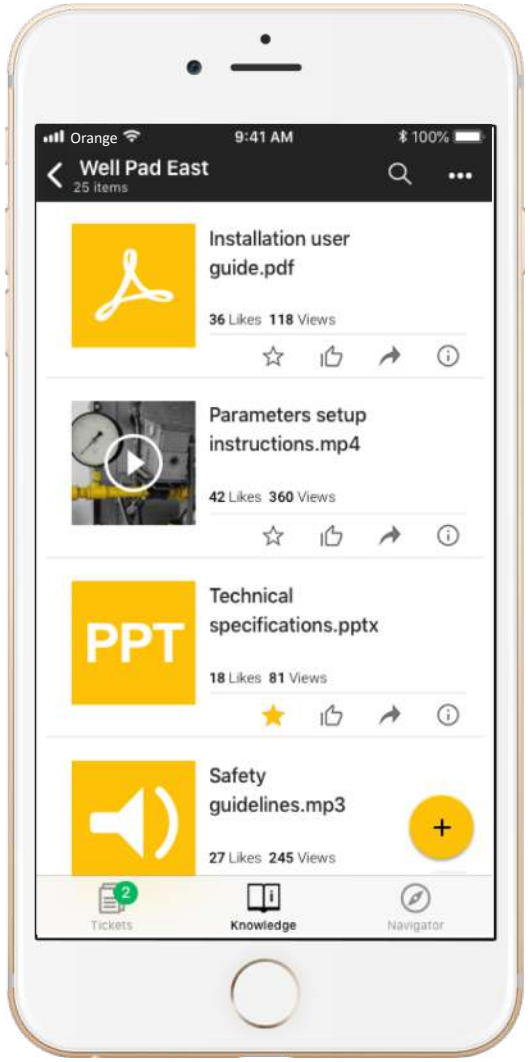
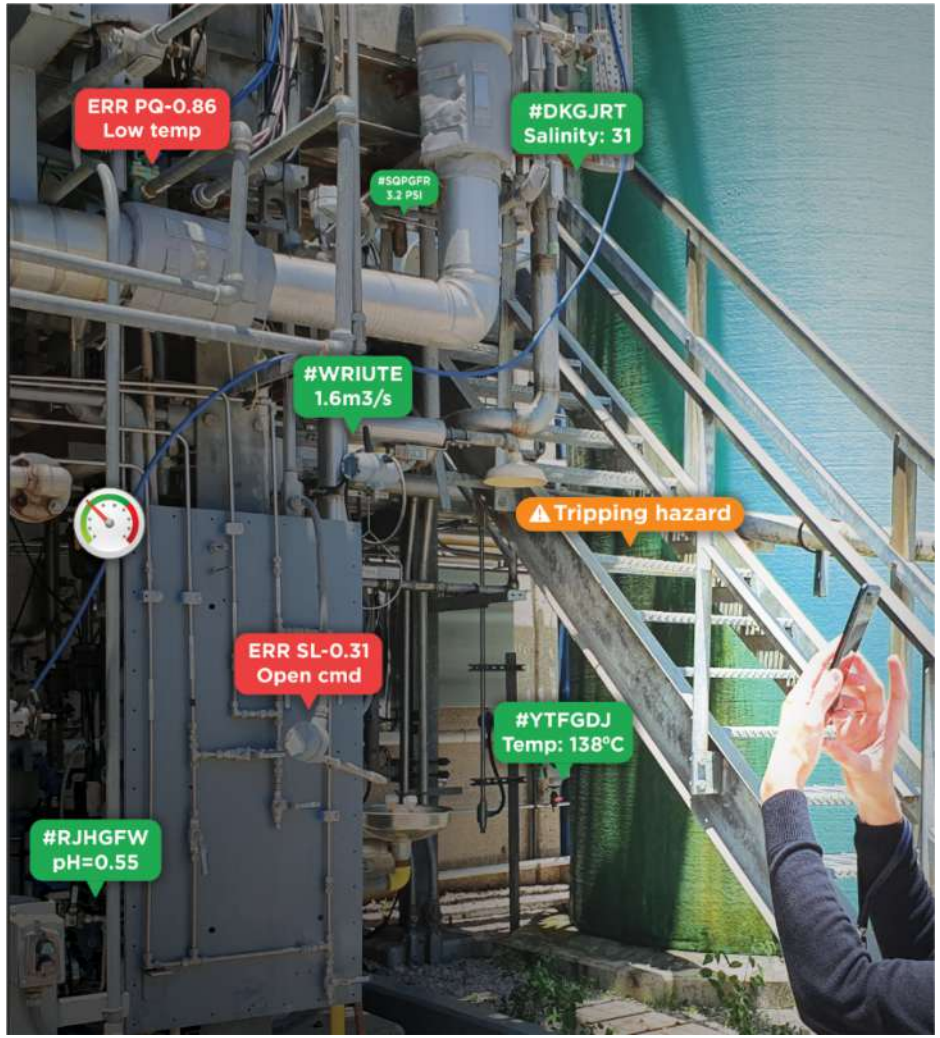
ASSET KNOWLEDGE

- Database of site and asset locations
- GPS navigation to a site
- Asset-related Knowledge and Tickets automatically provided to users
- AMS integration





SPATIAL IIoT KNOWLEDGE Visualization mode



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ENTERPRISE GRADE DESIGN

- Fieldbit is compliant with HIPAA, International IT security standards, and European GDPR ISO 27001 regulations for data privacy and protection yield.
- Advanced security mechanisms: 2-Step verification, password strategy, timeout for data item links, etc.
- Salesforce link and APIs for integration with enterprise solutions

Fieldbit is trusted by some of the best & largest global companies

SI/VARS

Smart Glasses Vendors

THANK YOU

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