

IFS offers enterprise-wide remote assistance and visual guidance



From better utilization of precious resources to reduced truck rolls and lower costs, not to mention a vastly improved customer experience, remote visual guidance delivers real value almost instantaneously. IFS Remote Assistance (RA) is an AR-enabled merged reality solution that will have an impressive, immediate impact on your business.

You can completely reimagine how you do business with the ability for any of your employees to be anywhere, instantly. Two users can collaborate and interact in real-time while telestrating, freezing images, using hand gestures, and even adding real objects into the merged reality environment.

Employees can provide real-time, immersive support to customers. Experienced technicians can remain in the back office, training and coaching multiple younger techs in the field. Team members within the company can quickly and easily collaborate. Let's discuss some of the value you can expect from IFS RA:

- **Remote customer collaboration.**

Eliminate service visits altogether using IFS RA to interface directly with your customers on their smart device. Initiating a session is unbelievably quick and easy, no app download is required and you reduce your dispatch costs while providing your customers with a far faster resolution.

- **Remote diagnosis.**

In situations where remote resolution isn't possible, IFS RA is beneficial in gathering useful insight in order to ensure first-time fix. You can remotely diagnose the issue at hand so that you can be sure to send the appropriate technician and essential inventory to make sure the job gets done right the first time.



- **Better utilization of your valuable resources.**

If a technician feels stuck on what to do next at a jobsite, he/she can use enterprise remote visual guidance to collaborate with a teammate, vendor, and customer in real-time. This allows your most experienced technicians to maximize the impact and reach of their valuable knowledge because it becomes easily sharable with others.

- **Faster on-boarding of new talent.**

IFS RA can accelerate your on-boarding of new talent. With the technology, it's possible for a new resource to get the help and support they need just as if a second technician was on-site with them. This means you can allow them to fly solo sooner knowing they have any help they may need, just a quick click away.

- **Quick Knowledge repository.**

Not only are these remote visual guidance sessions immensely valuable as they're happening, but sessions can be archived into a quick knowledge repository so that you're capturing the insight as it's provided in a way that is searchable and reusable again and again.

Find out more

An IFS customer can quickly deploy IFS RA enterprise-wide to build a real-time virtual presence service. Remote visual guidance is helping customers meet the challenges of today NOW.

For further information, e-mail info@ifs.com, contact your local IFS office or visit our web site, ifs.com



- **Customer self-service.**

Autonomous-guides, or self-guided procedures, empower customers and technicians to solve problems without having to call for support. These step-by-step instructions can be used outside of a help session and each completed step is recorded for validation.

- **Flexible & compatible – true plug-and-play.**

The IFS Remote Assistance experience is easy, fast, and incredibly intuitive – it fits right into your current processes. It also works on virtually every mobile device, as well as smart glasses and even a web browser. Using your existing mobile devices, experts can now visually collaborate as though they were working side-by-side.

- **Impressive time-to-value.**

IFS RA is up and running very quickly, in some cases even days. No lengthy deployment, minimal training since it's so user-friendly. It's an investment that will pay off fast.

IFS develops and delivers enterprise software for companies around the world who manufacture and distribute goods, build and maintain assets, and manage service-focused operations. Within our single platform, our industry specific products are innately connected to a single data model and use embedded digital innovation so that our customers can be their best when it really matters to their customers – at the Moment of Service. The industry expertise of our people and of our growing ecosystem, together with a commitment to deliver value at every single step, has made IFS a recognized leader and the most recommended supplier in our sector. Our team of 4,000 employees every day live our values of agility, trustworthiness and collaboration in how we support our 10,000+ customers. Learn more about how our enterprise software solutions can help your business today at ifs.com.

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