SmartVision

Communication takes place via **live video streaming** so that the HESS technician can see exactly what you see. This enables precise diagnosis and provide focused instructions.

Smart *s s* is integrated into the **Smart** *n* which allows centralised communication and request management. You can create service requests and join video streams.

Use via **various devices**:
Smartphone, tablet or Smart *s s* data glasses

Secure **QR code-based access** via mobile device without installing any app

A member of TOPWERK

HESS GROUP

BE PART OF
OUR EVOLUTION...

SmartFamily

HESS Group GmbH

Freier-Grund-Strasse 123
57299 Burbach-Wahlbach
Germany

Phone: +49 2736 4976 690
E-mail: service@hessgroup.com
www.hessgroup.com

HESS GROUP

SmartVision

REMOTE ASSISTANCE SOLUTION

We put concrete into shape.

www.hessgroup.com

- Remote support enables fast troubleshooting, significantly reduced downtimes and therefore increased productivity of your plant.
- Using live video streaming, we provide you with focused and precise support. Noise cancellation of the smart glasses ensures clear communication even in noisy areas.
- Flexible use via smartphone, tablet or data glasses
- Remote support reduces potential travelling costs and the time required for technicians, which reduces your costs. The integration of Smart s s into the Smart n allows you to create and manage service requests centrally and easily join video streams.
  This optimises your communication processes and increases efficiency.

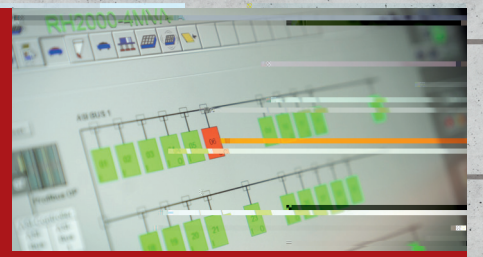
- Access to the Smart s s application in the Smart n (creation of a service request)
- Use via customer smartphone or tablet
- Optional:
  Hands-free solution Smart s s data glasses

Have we sparked your interest?

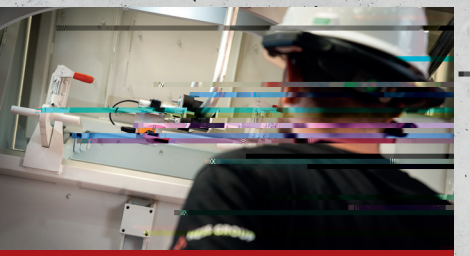
Request further information via smartfamily@hessgroup.com or simply scan the QR code

REAL-TIME SUPPORT

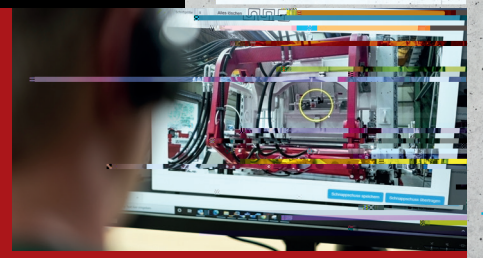
SmartVision



Quicker troubleshooting
Detect and analyse the problem faster



Remote Support
Fast problem solving without the need for an on-site visit



Live Video Streaming
Our technician sees what you see

Handsfree Solution
Smart s s data glasses