

REMOTE COLLABORATION



THE CHALLENGE

When technicians run into issues in the field, the **lack of immediate support can lead to costly mistakes**. Without expert input, **workers risk misdiagnosing problems or installing the wrong parts**—resulting in **rework, extended downtime, and dissatisfied customers**. Flying in support staff or repeating site visits racks up costs in labor, shipping, and productivity losses. In today's fast-paced service environment, **every hour of delay hits the bottom line**.

By The Numbers

- **\$1.5B+** spent annually on repeat truck repairs across North America.⁽¹⁾
- **75%** of service firms say remote tech support reduces repair time and improves customer satisfaction.⁽²⁾
- **43%** of field techs report delays due to lack of expert access during a repair.⁽²⁾

(1) ATA Technology Council 2024 (2) Aberdeen Research, 2023

THE SOLUTION

Remote Collaboration **bridges the gap between field technicians and expert support using wearable smart devices and hands-free live video streaming**. With a **"see-what-I-see" connection**, remote experts can observe, annotate, and guide repairs in real time — as if they were standing right beside the worker.

It's fast, scalable, and available wherever the job takes you.

Why It Works



Cuts travel costs and delays



Speeds up troubleshooting and repair



Increases safety by giving workers hands-free guidance



Improves training efficiency and knowledge transfer

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