



BOSCH

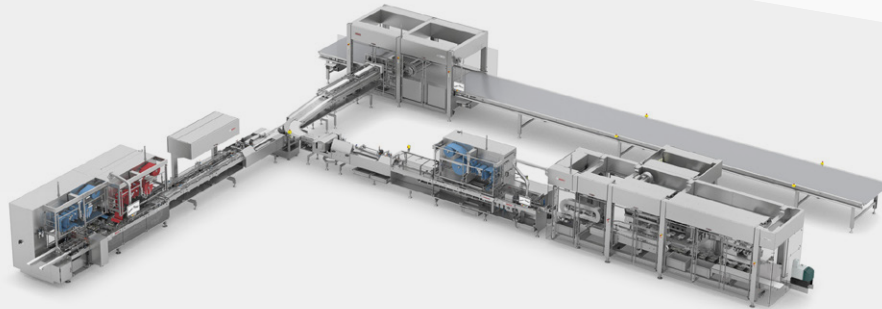
Invented for life

Shorter resolution time with the Shopfloor Remote Assistant

Efficiency on a new level



'Shared eyes and ears' at the machine



Shopfloor Remote Assistant

The Shopfloor Remote Assistant¹ application takes remote support one step further, enabling users to send images, videos, and audio recordings in case of a problem either to internal or external expert. Advice can easily be given by editing images in real-time, bi-directionally with the chat function.

Application and Key Benefits

For acting quickly on foreseen downtime 'sharing eyes and ears' with an expert from Bosch or your own company to get prompt support. The application can also be used within your company (locally or globally) without the need of an external connection.

Customer Value

- ▶ Increase production availability
- ▶ Significant shorter resolution time
- ▶ Less on-site support
- ▶ Exchange via secure connections

Combine with

- ▶ Remote Services (VPN connection, certificate-based encryption)
- ▶ Maintenance Support System²
- ▶ Maintenance and Operations Assistant²
- ▶ Modernization

¹ Software: needs hardware for usage

² Shopfloor application ("App")

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