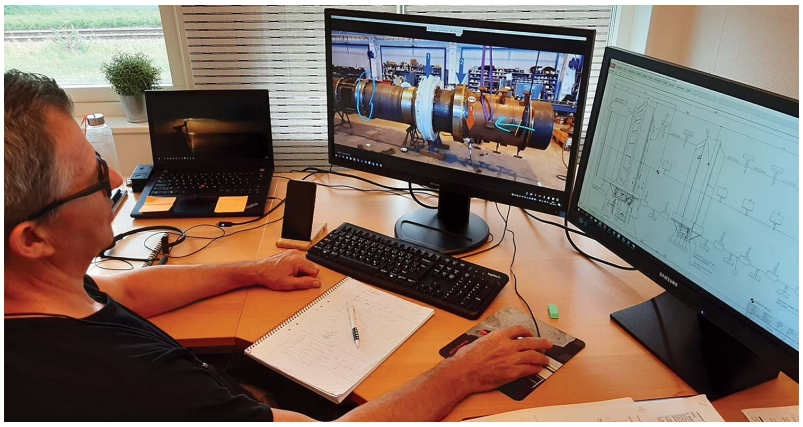
BRUKS Siwertell
BULK HANDLING & WOOD PROCESSING



FOR MORE INFORMATION, PLEASE CONTACT US

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SCAN THE QR-CODE:
And view the Page online, where you will have access to more information

REMOTE EXPERT SERVICE: TROUBLE-SHOOTING AT A DISTANCE

Bruks Siwertell is continuously adding to its digital service portfolio, includingthe use of augmented reality in remote assistance platforms. Through these, andother applications, we are able to support customers remotely with expert, originalequipment manufacturer assistance as and when it is needed.

DESCRIPTION

Good service is essential to our role as an original equipment manufacturer and supplier to the industry, and sois our ability to offer an expert-eye as quickly as possible when required. As a result of rapidly developing digital advances, Bruks Siwertell's service portfolio offers remoteexpert assistance using a variety of connected platforms, includingaugmented reality.

Our surveyors can see and experience what operators can via mobile digitaldevices, such as smartphones andtablets, or through mixed reality goggles such as HoloLens. Thesevisual assistance guides enabletechnical issues to be addressed withlive instructions, and include theability to write notes and annotate, ona screen, highlighting the parts thatneed attention.

It is also possible for Siwertellsurveyors to communicate with customers by sending video tutorialsas an explanation for particulartasks. Additionally, elements such asinstructions and drawings can be sent through specific applications.

BENEFITS

We are able to combine the wealth of our service expertise with the advantages of new digital platforms.This ensures that customers get simplified, rapid assistance and troubleshootingfrom an expert Siwertellsurveyor, regardless of location. It canalso mean reduced inspection times, and potentially remove the costs of asurveyor visit.

Through the use of digital cameras andthe software platforms, visual linksquickly reveal issues and immediateguidance can be given to resolve them.This approach increases equipmentavailability and reduces the introduction of any potentially damaging errors.

An additional benefit is that thesenew systems overcome any languagebarriers, with the ability to translate text and other elements through theplatforms. Furthermore, videocalls canbe recorded and stored as a back-upor used at another time for training, orto refresh an operator as to the correctapproach if a similar issue occurs.

We can connect with customers, fromanywhere in the world, in whichever wayis most convenient to them. For somecustomers, a phone call is perfect,and for others we can utilize the latesttechnology. Our support adapts to meetcustomer needs.

SCOPE OF SUPPLY

Initial service agreement outliningSiwertell surveyor support.Summary report detailing serviceinvestigation.Customer requires an approvedaugmented reality device, smartphone, tablet or mixed realitygoggles; if necessary, an appropriatesystem can be supplied.