

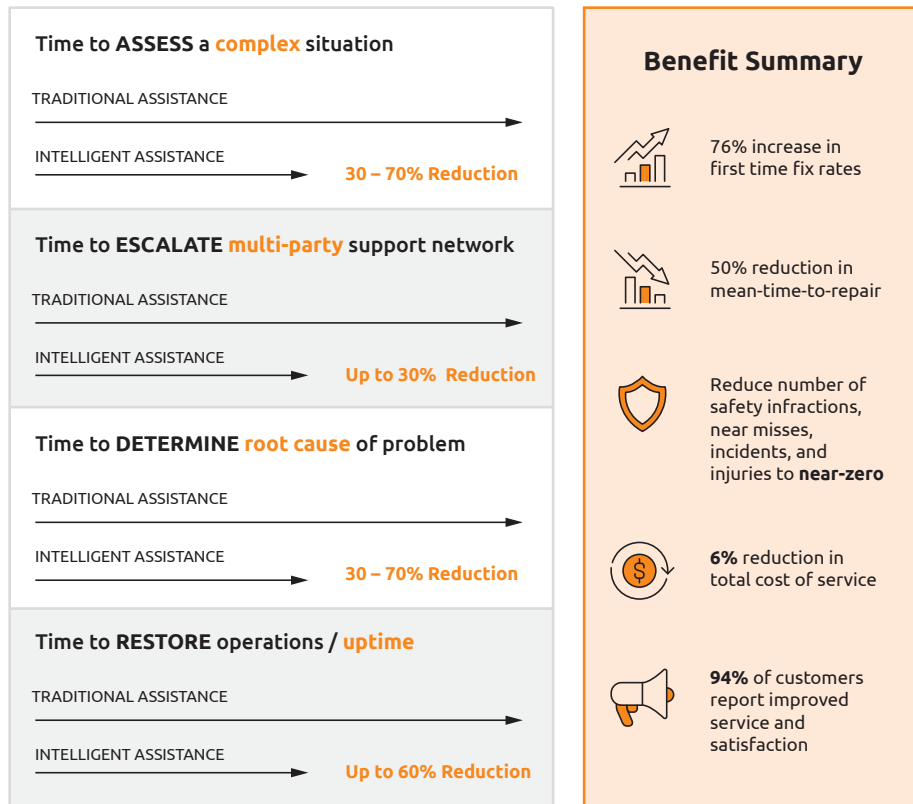
# Remote Expertise Networks

The Remote Expertise Networks (REN) from SmarTECHS provides a simple, effective and proven way for isolated equipment operators and field workers to get dangerous, complex, or confounding jobs done: **permits, inspections, validation, troubleshooting and repairs.**

*It's like a master technician in a box ... ready to deploy worldwide in seconds.*

## BOTTOM LINE

Safety and greater productivity without compromise.

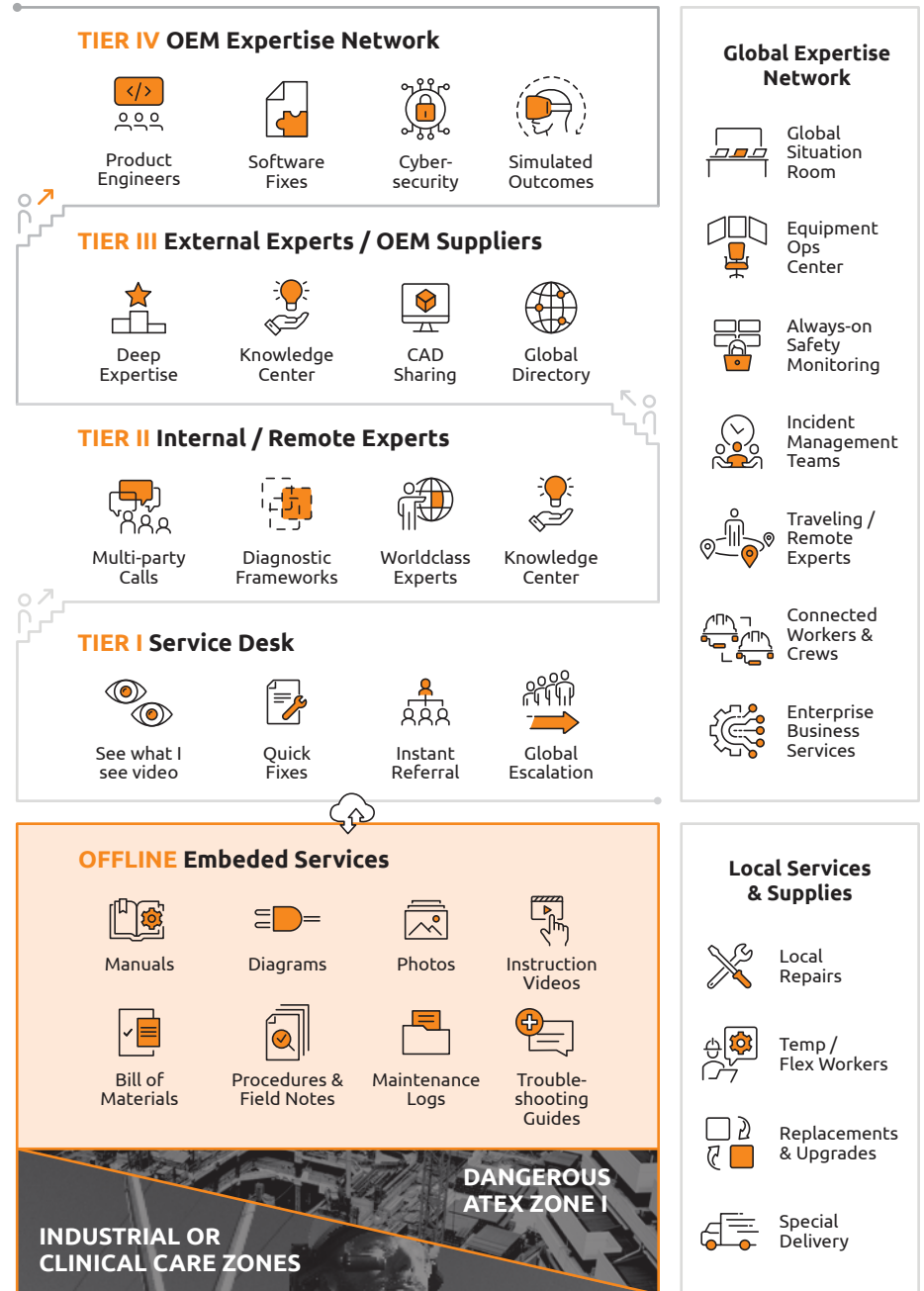


The Remote Expertise Networks from SmarTECHS also enable organizations to capture their scarce mission-critical knowledge and leverage it for training.

OEMs use Remote Expertise Networks to deliver better customer support, improve satisfaction, and deliver new digital services.

## MULTI-TIER SUPPORT AS A SERVICE

OEMs and technical service providers use REN to deliver new premium or multi-product services to their industrial customers.



## PRIMARY USE CASES

- Visual mentoring
- Business continuity on demand
- Seamless service escalation
- Customer co-service of equipment
- Blended collaborative repairs
- Field service operation
- Remote validation and inspection
- Realtime blended troubleshooting
- **More use cases at SmarTECH.io**

## FEATURED CAPABILITIES

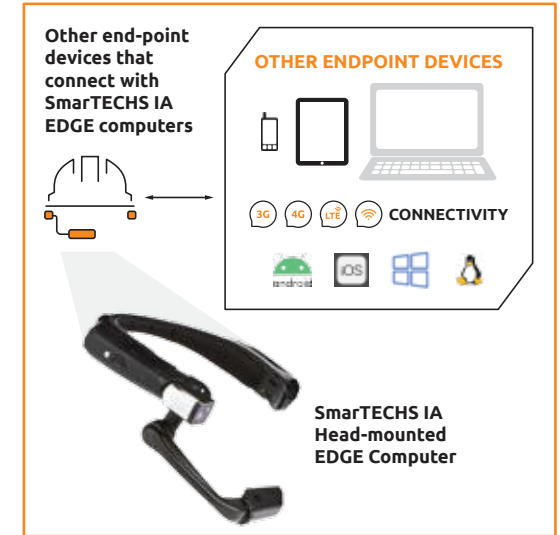
<h3>Connected Endpoint Devices</h3>	<p>SmartTECHS Edge Computer with USB &amp; Bluetooth-tethered Phone</p> <p>3G 4G LTE Mobile Network-ready</p> <p>Multi-layer Cybersecurity</p>
<h3>Collaborative Web Conferencing</h3>	<p>SmartTECHS Edge Computers</p> <p>"See ... see" on Smartphones, Tablets &amp; Laptops</p> <p>Pan &amp; Zoom</p> <p>Check-off &amp; Mark-up</p> <p>Instant photos &amp; sharing</p>
<h3>Scalable Multi-party Escalation</h3>	<p>Near-instant Escalation</p> <p>Best Resource</p> <p>Next Best Action</p> <p>Zero touch Access</p> <p>Internal &amp; External Experts</p> <p>Integration</p>
<h3>Live Audio &amp; Video, HD Photos &amp; Scans of barcodes</h3>	<p>Stabilized 16 MP Photos</p> <p>Noise Cancellation</p> <p>Built-in 91dB earphones</p> <p>6-hours per SD Card</p> <p>HD 1028 Video</p> <p>Barcode Scans</p> <p>Tele-conferencing</p>

## DETAILS

### HARDWARE

#### Head-mounted Edge computer

- Ruggedized, IP66, MIL-STD-810G
- Camera with 16 MP 4-axis image stabilization
- Up to 1080p @30fps. VP8 and VP9 codecs
- 256 GB MicroSD, hot swappable
- Full shift battery: 9-10 hours
- WiFi 802.11 a/b/g/n/ac – 2.4GHz and 5GHz
- Bluetooth BT 4.1 LE (Low Energy)



### SOFTWARE

#### Intelligent Assistance Workspaces

- Out of the box, ready to use
- Remote Expertise Networks module
- Internal and external Remote Expert directory

#### Software Utilities

- Embedded for offline self-services
- On demand to context-relevant content: manuals, part list, explainer videos and troubleshooting guides

### INFRASTRUCTURE

- 28 global servers, optimized for fast response times and high availability
- Automated balancing for optimal response time
- File compression and refresh rate optimization based on bandwidth

### SUPPORT

- 99.7% service availability
- 24/7 tech support with platinum SLA