

# Augmented Distant Services



## AUGMENTED DS

Augmented DS enables remote support for service and maintenance work. The newly developed software solution from CDMVision, Augmented DS for Microsoft HoloLens and tablets enables you to carry out service work quickly and efficiently.

## LOWER SERVICE COST&EFFORT

The cost and effort of service reduces considerably since the majority of problems can be solved easily. With the support of the experts using Augmented DS, the problems are solved with less effort & cost and greater efficiency. Faster and more efficient troubleshooting through Augmented DS.

## INTELLIGENT SERVICE

Augmented DS enables intelligent service by establishing a permanent connection between the experts and service technicians. The expert gets a permanent glance at the problem simultaneously through the eyes of the remote personnel. With the help of parallel audio link, the expert remains permanently in contact by audio and video with the service personnel.

## WORLDWIDE... INDEPENDENT OF THE LOCATION

For the transmission of the data volume that is necessary for Augmented DS, an Internet connection or a 3C/4C link is sufficient. The ease of handling the software with HoloLens or a tablet, as well as the ease of handling the hardware enables you to carry out remote service worldwide independent of the location.

## FEWER TOURS

A very long tour is required for very minor service work. Longer periods of machine failure are cut down enormously. With the help of Augmented DS, you can dispense with unnecessary and expensive tours of the service personnel. The problem gets resolved by Augmented DS within a few minutes.

## ROOM SCANNING

If you are working with HoloLens, the Augmented DS software can perform room scanning within a few seconds, with which the expert in the centralized location gets a 3D view as a bird's eye view and he can see the service technician/customer onsite through the room, since Augmented DS is location-independent worldwide and efficient thanks to room scanning,

## EVERYTHING AT A GLANCE

- WORLDWIDE REMOTE SUPPORT BY SERVICE CENTER
- CONTINUOUS AUDIO AND VIDEO TRANSMISSION (REMOTE VIEW FOR THE SERVICE CENTER)
- DEFINITION OF SURFACES IN THE ROOM AS GRAPHIC LEVELS
- IMAGE STABILIZATION DURING THE CHARTING OPERATION - GREATEST ACCURACY.
- FAST ROOM SCANNING USING INFRARED BEAMS (3D DISPLAY OF THE ROOM)
- 3D AUDIO EFFECTS - SEE THROUGH AUDIO PINS
- ACCESS TO DATABASE AND ARCHIVE - TRANSMISSION OF FILES SUCH AS PDF AND VIDEOS.
- CHAT FEATURE FOR THE TRANSMISSION OF IMPORTANT INFORMATION E.G. CODES
- EFFICIENT AND QUICK SERVICE WORK
- SAVING ON HIGH COSTS AND TIME
- CUSTOMIZED PLATFORM DEVELOPMENT

## WORLDWIDE AUGMENTED REALITY SUPPORT



LOWER SERVICE  
COST & EFFORT



LESSER  
TRAVEL COSTS

24/7

INTELLIGENT  
SERVICE



CAN BE DEPLOYED  
WORLDWIDE

### CONTACT INFO

#### Turkey

Burhaniye Mah. Taş Ocakları Sok.

No:3/A-B 34676

Beylerbeyi-Üsküdar/İstanbul

T +90 216 557 64 64

info@cdmvision.com

#### Germany

Auberlenstraße 13, 70736 Fellbach

T +49 (0) 711 - 50 47 57 67

info@cdmtech.de