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CONTACT US

SMI S.p.A.

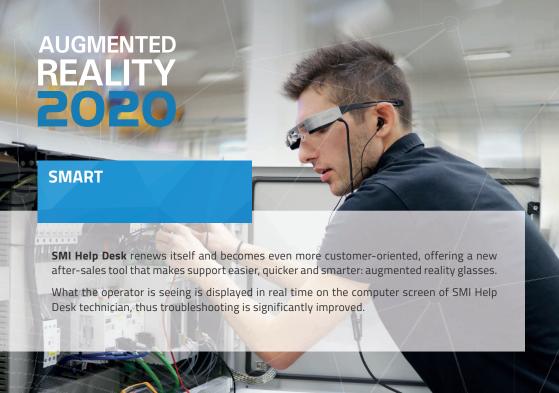
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EASY TO USE

This **smart tool** is not only efficient, but also easy to use. Its functioning consists of a few simple steps:

- ► In case of a machine problem, the operator wears augmented reality glasses and frames the QR code license
- ▶ The machine operator is put in contact with SMI Help Desk
- The view the operator sees is replicated on the computer screen of SMI after-sales technician
- This audiovisual assistance allows SMI technician to guide the operator and help him solve the problem quickly



Augmented reality glasses offer several advantages for SMI customers:

- ► Since **SMI Help Desk** performs audiovisual support, the operator doesn't need to send emails with heavy attachments to receive assistance
- ▶ The fact that **SMI** technicians can access real-time images and videos of what the operator is seeing enables to perform a guided troubleshooting process and to solve problems more easily and quickly
- ► SMI Help Desk can send specific documentation to the operator's glasses, by making the communication between SMI and the customer easier
- ▶ This system allows to overcome physical distance and **cut on costs** of on-site interventions
- Machine down time is reduced, with great advantages for customers in terms of time saved and productivity level



QR code license to access the service

