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## AMA XpertEye



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*The annual listing of 10 companies that are at the forefront of providing Augmented Reality and Virtual Reality AR/VR solutions and transforming businesses*

# AMA XpertEye

## Redefining Remote Assistance Using AR Smart Glasses



Thomas Waendendries

**W**hen there is a breakdown in a production line, time is of the essence. In order to restart the work, operators must get the malfunctioning equipment up and running as soon as possible. In the past, a technical expert would have had to fly out to the site and physically inspect the equipment, guiding the on-site operators to resolve the issue. Today, with the advent of “remote assistance,” this is no longer the case. Now, on-site operators can connect with technical experts virtually anytime, anywhere, through connected technologies. Against this backdrop, AMA XpertEye—a frontrunner in digitalizing global remote support projects—has built its firm foundation in the marketplace with its disruptive suite of remote assistance solutions.

Today, not just manufacturing, but a multitude of other industries spanning transportation, oil & gas, construction, healthcare, and education are benefitting from AMA’s remote assistance solutions, thanks to its exceptional versatility. AMA’s array of offerings comprising XpertEye Lite, XpertEye Essential, and XpertEye Advanced can transmit information from a field technician to an offsite expert, who can then guide the on-site technician to fix the problem. “With a greater emphasis on design, our solutions tick all boxes: decreased time to resolution, faster decision making, optimized workflow and resources, and reduced CapEx and OpEx,” states Thomas Waendendries, VP of sales and marketing at AMA XpertEye.

Every solution of AMA has unique features and functionalities that enable businesses to fulfill their varying needs. To that extent, XpertEye Lite allows the on-site operators to connect with the faraway experts using a smartphone, tablet, or computer. As the solution is based on webRTC, it enables the participants to interact with each other—on a user-friendly interface—through a regular web browser and a secure link. XpertEye Lite also facilitates real-time file sharing, video conferencing, and image annotation.

Intertwined with the benefits of XpertEye Lite is the company’s other solution, XpertEye Essential, which brings to fore the concept of “see what I see (SWIS)” into remote assistance with the help of smart glasses. XpertEye Essential allows the remotely-located expert to see the same thing as the wearer of the AR glass on-site, thus, creating a common field of vision to resolve the issues quickly and effectively. With this ground-breaking solution, the company also overcomes the limitation of smartphones and tablets and augments its ability by going hands-

free. The on-site technician can communicate with the remote expert via live video streaming while tackling an issue using both hands, which fosters greater flexibility in problem-solving. The smart glasses also have an integrated audio capability to make communication far more effective.

Making AMA’s offerings much more holistic is its cutting-edge solution, XpertEye Advanced, which supports video sources beyond smart glasses such as a microscope, endoscope, and thermal cameras. This helps the users in gaining additional insights to make better



decisions. XpertEye Advanced enables the XpertEye suite to work with 3G, 4G, WiFi, Ethernet, or even satellite connection, and automatically adjusts the video and audio quality for a better experience. In this regard, AMA has partnered with Inmarsat, a leading satellite telecommunications company, to provide exceptional video streaming capabilities over satellite connection at a low bandwidth. This enables the users to work from any geographical location, a facet that is largely benefitting the maritime sector.

Displaying such veracity in its offerings, AMA has scripted success for a multitude of companies. In one instance, the company partnered with RPC Bramlage Division, a leading plastic packaging solution provider that aims to bring high value and benefits to its different factories on a daily basis. On that account, the client equipped 17 sites worldwide with XpertEye’s remote assistance solutions to share the company’s skills and expertise in its different plants. This implementation helped RPC to reduce travel trips of engineers, decrease their ecological footprint, save money, and assist teams round the clock.

Such positive success stories are a testament to the company’s proficiency in the remote assistance realm. With over 5 years of proven experience in remote assistance solutions, today, AMA is helping medical institutions and industrial organizations of all sizes accelerate their smart workplace transformation. The company’s market-leading XpertEye Assisted Reality platform

has been deployed in more than 80 countries, addressing a wide range of applications like remote diagnostics, inspection, scheduling, and workflow management. These unequalled remote interactive collaboration solutions empower our customers to improve productivity, speed up resolution time, and maximize uptime. AMA has a worldwide presence with offices in France,

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Germany, Romania, UK, the U.S., Hong Kong, and China, which allows the company to work in every time zone and reach its customers wherever they are.

Recently, the company has introduced two new solutions—XpertEye Proceed and XpertEye Schedule—to further enhance its remote assistance capabilities. While XpertEye Proceed enables dynamic workflow management and inspection, XpertEye Schedule allows the users to plan their XpertEye sessions with remote colleagues using Google, Outlook 365, and iCal calendars. “We will continue providing real-world solutions for remote assistance that will outlast, evolve with time, and enable us to deliver success for our clients,” affirms Waendendries. With such a zealous attitude, AMA is poised to bring a progressive change to the way remote workers operate in the future. [CR](#)