

# 5 | REMOTE FIELD TEAM

Augmented Realty | Virtual Support | Cloud Based | Digitally Assisted Maintenance



**KLOSE** | INDUSTRIAL  
SERVICE  
YOUR TOTAL SOLUTION PARTNER IN ASIA-PACIFIC

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## SCOPE OF SERVICE:

# REMOTE FIELD TEAM

**KLOSE** supports manufacturing companies and the mechanical engineering sector with machinery installation projects as well as maintenance and other field service tasks without requiring machine specialists to travel on site. Our remote field workers, equipped with assisted-reality glasses, can transmit their field of view while your machine specialists accesses the live video feeds. He can be on-site virtually to guide, instruct, and monitor our teams from the comfort of his home or office on the other side of the world. All your technical experts requires, is a stable internet connection and a standard web browser or tablet and he can already join our employees on-site via a web application and participate in any job. Any data transferred is fully encrypted, and the highest safety standards are ensured.

## DIGITALLY-AIDED MAINTENANCE

Besides ad-hoc support, our RFT-solution is capable of assisting with repetitive maintenance tasks through pre-programmed workflows that guide the technician's maintenance activities step-by-step while documenting the process. This results in automated maintenance reports with pictures and videos for quality monitoring. Thanks to AI, our system can even identify errors during execution. But our RFT is not only suitable for maintenance – it can assist back-end and final assembly just as much as spare-part warehousing and order picking. RFT thereby significantly reduces training efforts and times, improves process stability, and makes quality control a breeze. For logistics, the AR headset is equipped with a barcode scanner and is fully integrated in our warehouse management software.

## ASSISTED REALITY

Assisted reality is 'reality first, digital second'. Deftly balancing both safety and productivity for the needs of the modern organisation as we realize Industry 4.0. It allows a person to view information without obstructing one's field of view, controlling what is seen with just the user's voice rather than hand gestures such as waving, pinching in the air, or using a tablet touchscreen (which requires removing PPE/work gloves). In fact, assisted reality eliminates the need for taking off your gloves to navigate via a touchscreen or making wild gestures, thus avoiding potential health and safety risks.



## RUGGED AR HEADSET

### 100% HANDS FREE

Voice based operating system

### PPE COMPATIBLE

Compatible with standard PPE used in construction

### WATER RESISTANT

Protected against heavy rain and direct water

### DUSTPROOF

IP66 certified. No ingress of dust particles



### NOISE CANCELLATION

Performs up to 120dB with 4 microphones

### DROP RESISTANT

2 meter onto concrete from any angle

### FULL-SHIFT BATTERY

Hot-swappable, 8-hour battery life

### CERTIFIED RUGGED

MIL-STD-810G certified. Works from -20 to +50°C.