

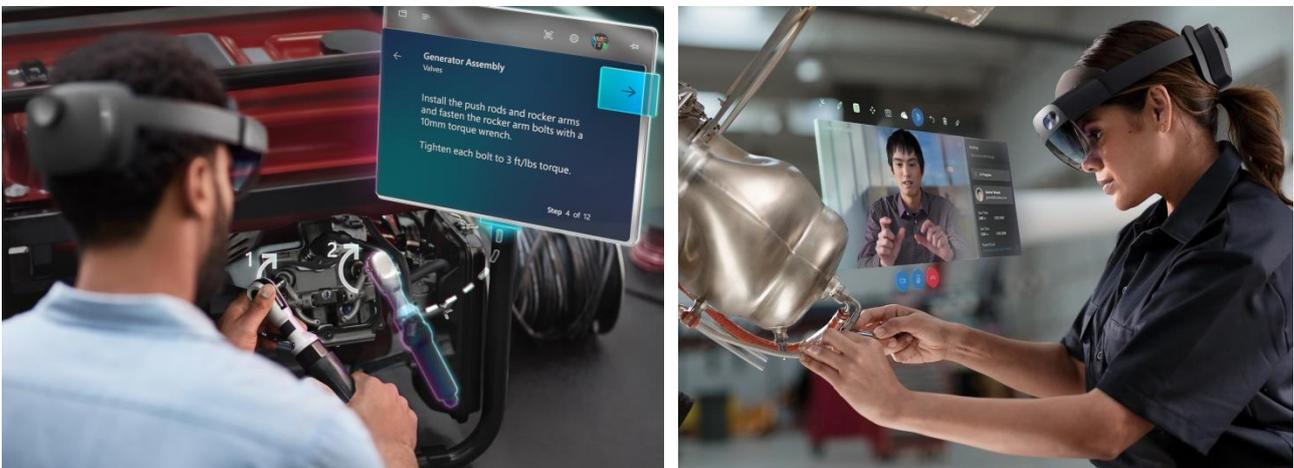
Communication – December 2021

Remote assistance - HoloLens 2

The coronavirus pandemic has changed the world economy, it is having a major impact on our mobility and has hindered traditional forms of service support. In the event of a machine failure and due to continuously changing travel restrictions or other measures imposed by local authorities, the actual time needed to intervene on site is increased significantly and has a tremendous impact on producer's profitability.

The general increase in costs ensuing from this are forcing manufacturers to find alternative solutions to these interventions in order to mitigate the effects and maintain their margins.

THE Machines proposes an innovative solution to tackle this kind of challenging problem and situation by using the most advanced mixed reality technology on the market, the Microsoft HoloLens 2.



This technology allows the user to visualize 3D images projected in their immediate environment. Thanks to its array of sensors (movement, laser, etc.), the HoloLens 2 allows the user not only to see objects in 3D but also to manipulate them. The smart headset can be controlled both by voice commands and gestures, this being particularly relevant when working on our production lines.

The first service offered by THE is remote assistance based on Microsoft's "remote assist" software, which is pre-integrated into the HoloLens 2.

In order to connect to this THE remote service, the user simply has to wear the headset and follow the step by step instructions and advice given by our experts. The information and documents are displayed in the field of vision in the device and allow THE customer support to have a real time view of the users' production environment.

Link to a video example of this technology:

Available on  **YouTube** <https://www.youtube.com/watch?v=V732PXZHLiU>

With this simple on-site facility, the customer will benefit from rapid intervention and immediate troubleshooting to get back rapidly in to full production.

These swift measures thus reduce machine downtime and other support costs, while benefiting fully from THE technician expertise yet without the need for the specialist to travel.

For further more detailed information, please don't hesitate to contact us.