Mobile Merged Reality and Virtual Interactive Presence

Help Lightning uses merged reality to create a real-time Virtual Interactive Presence. This allows you to visually interact, assist with issues, and resolve problems as though you are working side-by-side with a colleague or customer.

H⚡ELPlightning™

Help Reimagined

With Help Lightning, we have completely reimagined how businesses, customers and employees are able to give and receive help using mobile merged reality.

Our patented technology accelerates and simplifies the way knowledge is exchanged, information is learned and problems are solved.

Mobile merged reality and virtual interactive presence allow the digital merging of two real-time views blending local and remote video streams. Help Lightning makes assisting others easier and faster and promotes greater comprehension than frustrating phone calls, web searches or simple video chat.

- Differentiate how you serve your customers
- Leverage company experts - efficiently, globally and instantly
- Support sales efforts in new, more effective ways
- Add new power to your total product support solution
- Create customer loyalty and world-class experiences
- Grow revenue with new potential premium service offerings

> *Research indicates that nonverbal cues are **430% more effective** than verbal cues.*
>
> *British Journal of Clinical Psychology*

Watch a demonstration at helplightning.com/next-steps

> *Studies show that adding gestures and nonverbal cues **substantially improves speed of understanding**, resulting in an enhanced recipient/ customer perception of overall experience.*
>
> *Journal of Nonverbal Behavior*

Mobile Merged Reality Value

The Help Lightning value proposition is simple. Create competitive differentiation and maximize service quality and experience while minimizing cost and waste.

In addition to the obvious, game-changing differentiation opportunities, here are a few examples of what Help Lightning for Business customers are able to do:

- Deliver an immediate response
- Greatly reduce travel time & cost
- Minimize wait or customer downtime
- Determine far more accurate diagnosis
- Improve 1st time/call resolution rates
- Connect the best team members to the highest need instantly
- Communicate with customers in ways never before imagined
- Create higher customer satisfaction
- Experience fewer repeat visits
- Provide superior upselling opportunities at the point of service

Innovation for Everyone

Technical, healthcare, manufacturing, education and service experts can show how to solve a problem, not just describe it, even thousands of miles away.

Help Lightning innovation has thousands of uses and applications.

- Medical equipment and devices
- Electronics, control systems
- Computer systems
- Consumer equipment
- Consumer help
- Telecom / cable infrastructure
- Heavy equipment
- Automotive repair
- Aircraft maintenance
- Home appliances / networks
- Education / training
- Distance learning
- Virtual shopping
- Health care
- Veterinary care

Virtual Interactive Presence - Virtually Side by Side

H⚡ELPlightning™

Merged reality blends together two real-time environments allowing you to interact in a virtual environment. Telestrate, freeze images, use hand gestures, pictures and even add real objects into the merged reality environment.

Once you're in a merged reality call with a colleague, customer or friend, simply tap the mode to change how you interact. Choose whether you're giving or receiving help, and start collaborating in seconds.

Help Lightning for business offers management analytics, internal/external user and team management, 128 bit encryption, and quick contact/call functions.

Help Lightning's patented technology merges two real-time video streams into one interactive environment.

Easily telestrate, freeze images, and switch user roles — all from the action bar.
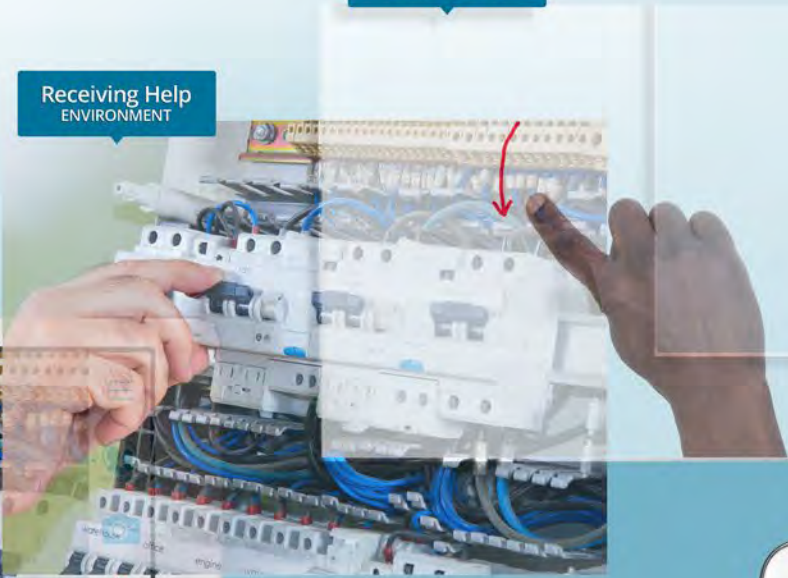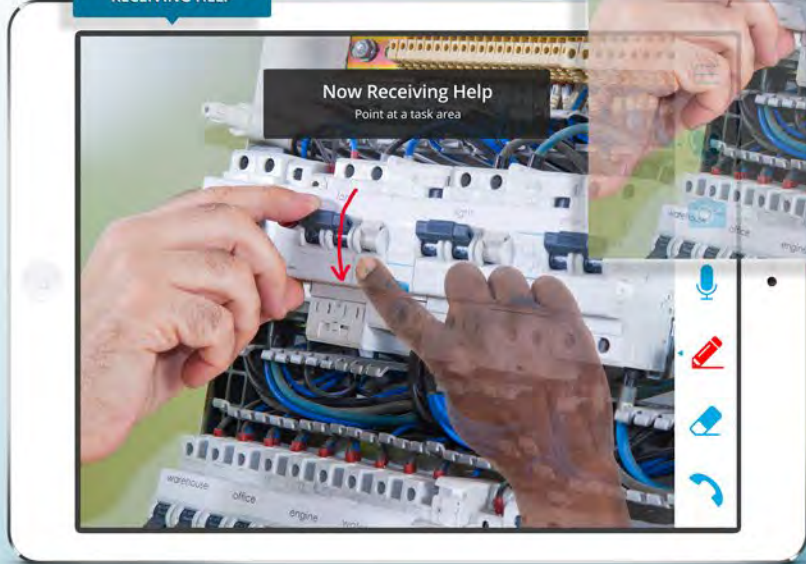
User Interface
EXPANDED VIEW

Giving Help
ENVIRONMENT

Receiving Help
ENVIRONMENT
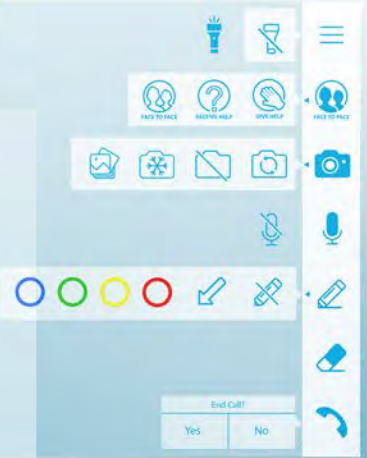
Menu icons expand providing access to additional options.

MERGED Reality
RECEIVING HELP

Now Receiving Help
Point at a task area

iOS

MERGED Reality
GIVING HELP

Help Lightning is compatible with both iOS and Android devices.

Android

Help Lightning Features

- ⚡ **Merged Reality:** Patented, live mobile merged reality video
- ⚡ **Quick Connect:** One click connect to contacts or send an invite via email or SMS
- ⚡ **Telestration Tools:** Draw directly on the screen and use arrows
- ⚡ **Freeze Screen:** Freeze live video to telestrate or demonstrate a solution
- ⚡ **Give Help on a Photo:** Capture a new photo or import an existing image into your help session
- ⚡ **Guaranteed Encryption:** 128-bit encryption for all video calls
- ⚡ **Admin Dashboard:** Users, analytics, and settings in one at-a-glance view
- ⚡ **Analytics:** Understand and evaluate how your team uses mobile merged reality
- ⚡ **Enterprise Administration:** See, manage, and group your teams from the web Admin portal
- ⚡ **Track Call Data:** See relevant information on calls as they happen
- ⚡ **Support by Real People:** Support by phone, web, and the Help Lightning app

> ⚡ *Nonverbal cues make verbal / nonverbal communication combination up to **10 times more effective**.*
>
> *British Journal of Clinical Psychology*

About Help Lightning

Help Lightning helps service organizations reduce costs and increase productivity through remote video collaboration. Our patented technology uses mobile merged reality to create a virtual interactive presence. Merging two real-time video streams allows an expert to virtually reach out and touch what their service tech or customer is working on. This ability to be "hands-on" from a remote location accelerates and simplifies the way knowledge is exchanged and problems are solved.

Technical, healthcare, manufacturing, and service experts can show a resolution, not just describe it, even thousands of miles away. Help Lightning is changing the way industry exchanges expert knowledge and dramatically improves customer relationships and experiences. Using current mobile devices (iOS, Android), experts can now visually collaborate, assist with issues, and resolve problems as though they were working side-by-side with a colleague or customer. Use Help Lightning to give or receive interactive help anywhere, instantly.

> **Learn more at helplightning.com or try it by downloading from the App Store or Google Play.**

 Download on the App Store

 Get it on Google play

HELPlightning™

800.651.8054
info@helplightning.com
helplightning.com

1500 1st Ave N, Suite G105
Birmingham, AL 35203

HLT2017.09.07