



Remote Assistance

Help Lightning's Remote Assistance software provides next generation video collaboration services that enable a company's experts to work virtually side-by-side with anyone needing help, anywhere in the world. The company's cloud-based solution applies augmented reality features, including the merging of two video streams and the use of 3D annotation to improve real-time communications and solve difficult problems. Help Lightning is used for the installation, inspection, training, servicing, and repair of complex equipment and products.

Using augmented reality features, Help Lightning blends two real-time video streams, that of the agent and of the customer into a collaborative work environment.

This innovative technology allows an agent to virtually reach out and touch what the customer is working on. The agent's hand displays in the customer's field of view where they can annotate, use hand gestures, and even bring in tools, parts, images or instructions to quickly resolve the problem. Also, captured pictures, session recordings, and call data all become part of the call record for later review or training purposes.



Help Lightning uses merged reality to create a realtime 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.



Using existing mobile devices (iOS, Android) or a web-browser, experts can now visually collaborate with a colleague or customer as though they were working side-by-side. They can annotate, freeze images, use hand gestures, pictures, and even add real objects into the merged reality environment.

You can even use Help Lightning to support your customers without requiring them to download the app.

The Help Lightning Features

- ▶ **Merged Reality:** Patented, live merged reality video with virtual interactive presence
- ▶ **Quick Connect:** One click connect to contacts or send an invite via email or SMS
- ▶ **Annotation Tools:** Draw directly on the screen and use arrows
- ▶ **Freeze Screen:** Freeze live video to annotate or demonstrate a solution
- ▶ **Give Help on a Photo:** Capture a new photo or import an existing image into your help session
- ▶ **Multi-Platform:** Compatible with iOS and Android devices as well as web browsers
- ▶ **Guaranteed Encryption:** Maximum encryption for all video calls
- ▶ **Enterprise Administration:** See, manage, and group your teams from the web Admin portal
- ▶ **Track Call Data:** See relevant information on calls as they happen
- ▶ **Analytics:** Understand and evaluate how your team uses mobile merged reality
- ▶ **Support by Real People:** Support by phone, web, and the Help Lightning app

The Help Lightning advantage

Help Lightning is transforming the entire remote assistance experience. The days of frustrating phone support are over. Experts can point out exactly what to do—an intuitive and efficient experience for both the expert and the customer or field service technician. Using current mobile devices (iOS, Android) or a web browser (Chrome), 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.

With Help Lightning you can:

- ▶ Deliver an immediate response
- ▶ Greatly reduce travel time and cost
- ▶ Diagnose and verify with greater accuracy
- ▶ Train new technicians remotely
- ▶ Minimize wait or customer downtime
- ▶ Improve first time fix rates
- ▶ Increase customer satisfaction

“We are seeing huge internal efficiency gains when it comes to fixing complex problems the first time, avoiding dispatches altogether.”

Senior Manager,
Global Service Technologies



Help Lightning's Remote Visual Assistance software provides real-time video collaboration enabling company experts to work virtually side-by-side with anyone needing help, anywhere in the world. Ideal for complex equipment maintenance, repair, and training.

For more information: helplightning.com • +1 (800) 651-8054