

## FST | Remote Assistance™

*A new way to provide optimal service support, reducing costs and increasing production up-time*

The FST technical services team invested in the future of remote customer assistance by the development and implementation of FST | Remote Assistance™. A unique cost and time effective service providing the ultimate response to both planned and unplanned events

### A BRIEF INTRODUCTION

The global COVID-19 pandemic crisis with all the local travel and quarantine restrictions has accelerated the development of FST | Remote Assistance™. A perfect tool to support our customers with guided self-service of their thermal spray equipment.



FST | Remote Assistance™ is a tool, using augmented reality FST | SmartGlass™ to support our customers during troubleshooting, performing maintenance tasks, executing calibration and even installation of their thermal spray equipment. The FST expert sees exactly what the local technician on-site sees and provides real-time instructions to carry out the tasks in a safe and proper way. This is made possible by real-time video and audio transmission.

FST | Remote Assistance™ be used for improved remote service interventions and is providing real-time customer support so the customer can self-service their system under supervision of the FST expert. Functions, such as augmented reality markers, help the expert to visually clarify the instructions. The on-site technician hands are free and can immediately follow the remote expert's instructions



### SERVICE TO THE CUSTOMER'S NEEDS

A comprehensive system service strategy is key to be successful in the modern 24-hour service industry. Unexpected and unplanned events can ultimately lead to lost time, lost revenue, and lost customers.

To provide comprehensive support, FST has developed a choice of packages with different service levels and costs. This allows the customers to choose the best service fitting to its specific needs and budgets.

### YOUR MAIN BENEFITS

- Reduce MTBR and downtime
- Improve first-time fix rate
- Shorten responds times
- Increase remote resolution rate
- Accurate spare parts allocation
- Improve field service productivity
- No travel time, costs and stay expenses

We can offer you several service packages including:

#### 1. Premium - FST | Remote Assistance™

A yearly service subscription incl. FST | SmarGlass™ with yearly 24 hours online support.

#### 2. Standard - FST | Remote Assistance™

The purchase of the FST | SmartGlass™. When an ad-hoc remote service is required the normal services, hourly rate will be apply.

#### 3. Basic - FST | Remote Assistance™

Self-service your yearly calibrations and maintenance by the rental of a FST| SmartGlass™ tool kit. Your support expert will be rated at the normal services hourly rate.

In case of a service request, customers with a subscription will be treated with priority. The main question you have to ask your self is:

## “HOW MUCH IS DOWN-TIME COSTING THE COMPANY”

For more information, please contact your local sales representative or visit our website [www.fst.nl](http://www.fst.nl)

Added value through know-how | [www.fst.nl](http://www.fst.nl)

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