



Virtual Onsite Technician

For many years now Allpax has offered [remote online support services](#) utilizing remote access tools such as VPN, desktop sharing, and dial up modems. Via these services, Allpax has been able to provide real-time engineering support that has proven to reduce production downtime and greatly improve the customer's bottom line. For access to this real-time engineering support, Allpax currently offers three support contract levels. Each level is configured to meet the needs \ production schedule of the customer, with the highest-level support option being [Allpax 24/7 Plus](#). This option is specifically designed to meet the needs of customer factories that operate continuously (24/7).



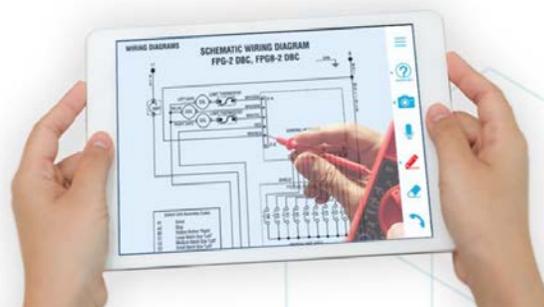
There are times when an onsite visit is the best option for resolving an issue or to improve operating efficiency. By physically being onsite, experienced technicians and engineers can use their sense of sight and hearing to assist them in performing a root cause analysis. Having this ability has proven to shorten the time to resolution and greatly improves the overall efficiency of the support process.

Given the current Coronavirus (COVID-19) crisis, customers are becoming more and more reluctant to having outside visitors enter their factories, risking the spread of the virus. However, the ability to maintain high levels of production remains an absolute requirement. In some cases, customers are even having to ramp up production to handle the recent surge in demand for their products caused by the COVID-19 crisis.

In response to this issue, Allpax is excited to announce the development of a new tool that augments its existing support services. Introducing the *Virtual Onsite Technician*. With this tool, Allpax can provide the next best solution to having an Allpax expert at your facility. Allpax engineers and technicians can see and hear what the customer is experiencing through live interactive video streaming, and engage in 2-way telestration, real-time document sharing and augmented reality. The Allpax team can remotely direct the customer on how to correct the problem that they are experiencing.

The new *Virtual Onsite Technician* service is a web based, virtual presence collaboration tool. To use it, the customer simply needs a common mobile device, such as a smart phone or tablet with an onboard camera and wireless connectivity, to execute the support session. Smart glasses can also be utilized, allowing the customer to freely use their hands during a support session. The new tool does not require special software to be downloaded or software licenses to be purchased, making it immediately ready-for-use.

- ✦ Telestration
- ✦ Freeze/Photo
- ✦ Screen Capture
- ✦ Document Sharing
- ✦ My Help Space Link
- ✦ Multi-participant Calls
- ✦ Mobile In-browser Calls
- ✦ On-call Expert Groups
- ✦ Call Tags/Comments/Surveys
- ✦ Smart Glasses Support
- ✦ White-labeling
- ✦ CRM Integrations



Please [contact us](#) to learn more about our virtual technical support technologies, or to inquire about any other Aftermarket Parts and Service capabilities that we have to offer to help you keep your equipment running efficiently.