

REMOTE ASSISTANCE

Secured, On-site expert support for real time problem solving

TESTIA Remote Assistance is a browser-based application for real-time expert quality assurance. A confidential channel for fast collaborative resolution of sensitive Aerospace inspection issues.

Benefits

Efficiency

- Avoid blocking points during support thanks to intuitive interface.
- Keep workflows by accessing to real-time problem solving.

Flexibility

- Create adapted solutions for each problem thanks to the customization capabilities.
- Synchronize team's activities thanks to cloud data and sharing capabilities.
- Benefit of external second opinion by generating "guest users" for punctual collaboration.

Traceability

- Control the level of reporting needed by selecting the video/photo files you want.

Reliability

- Boost international operations by assuring the data safety on both communications and storage.

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Features

- Easy to install and operate
- Real-time problem solving
- Highly customizable to custom needs
- Cloud data can be downloaded by team members
- Guest users do not need an user account for spontaneous support
- Reporting per call - Cloud storage of video/photo files
- High-secured communications (SSL/TLS)
- Hosted in Europe

Technical specifications

Runs on every device:

- Smartphone: Android & iPhone
- PC: Windows & MacOS (no admin rights required)
- Browser (Chrome & Firefox)
- Smart-glasses: RealWear HMT-1, Vuzix
- HoloLens

Low Bandwidth requirements

Automatic reconnect after network interruption