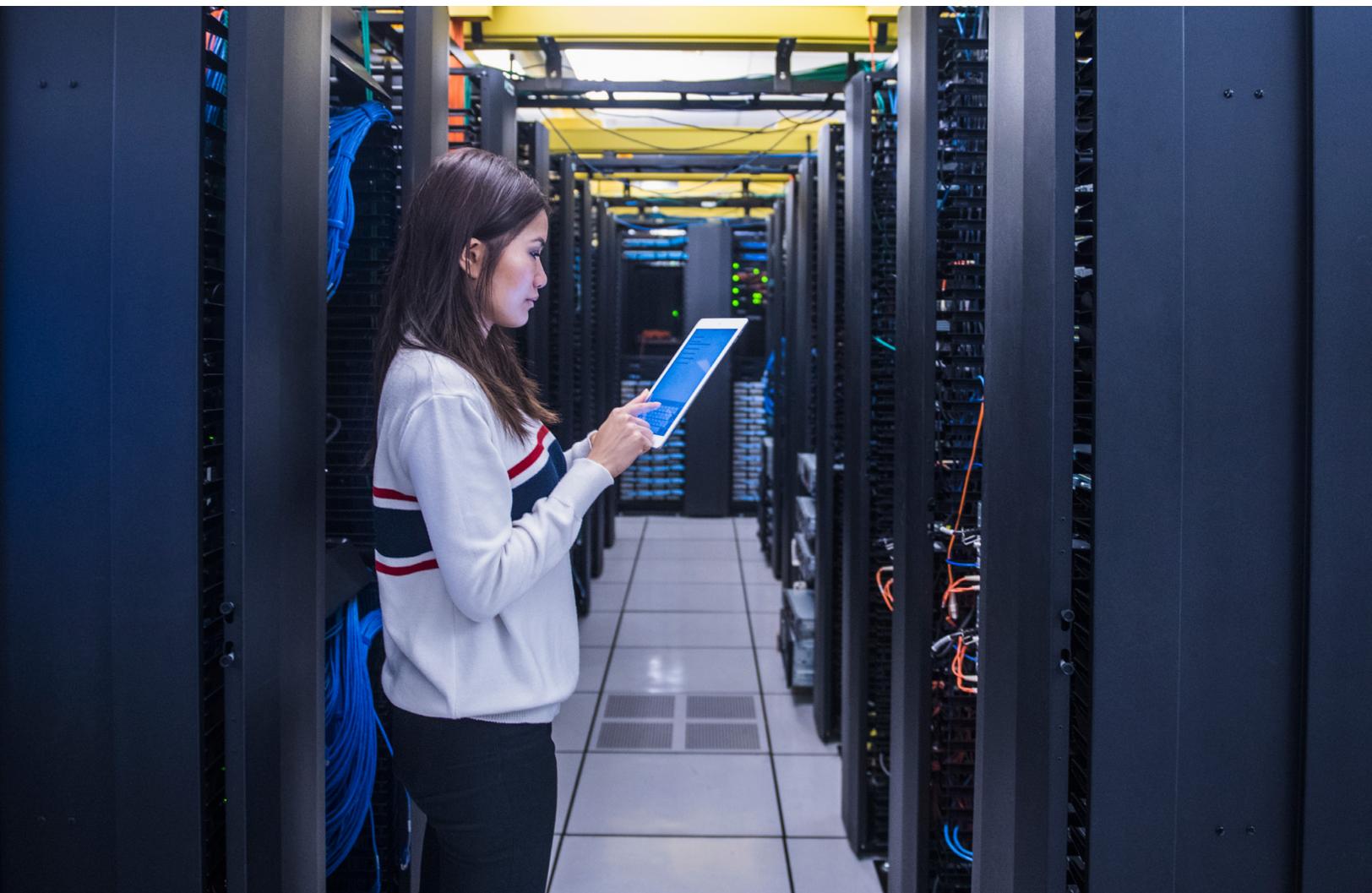


# IBM Augmented Remote Assist

Enable remote support essentially  
anywhere at virtually any time for  
faster problem resolution



## Highlights

- Minimize unplanned downtime and speed time to repair
- Facilitate IBM field technicians' work and boost support efficiency
- Avoid recovery delays with remote support for IBM clients
- Help optimize service delivery processes and reduce costs

# Unplanned downtime and technical issues can cost businesses time and money.

Even worse, they can impact business operations, company reputation, customer loyalty and more. To confront the challenges, organizations need faster problem diagnosis and resolution across their hybrid IT environment when a problem does occur. Also, by accelerating technical support processes, organizations can save costs and free their IT staff for more business-critical goals.

IBM® Augmented Remote Assist is an augmented reality (AR) platform that facilitates onsite technical guidance and is available with an IBM maintenance agreement.<sup>1</sup> It gives IBM field technicians or clients instant access to the expertise they need to perform complex diagnostics or repairs virtually anywhere and at basically any time. IBM Augmented Remote Assist superimposes digital information over a live view of the onsite user's environment, enabling remote support agents to provide guidance through a mobile device screen. The app operates on smartphones and offers a hands-free option with Vuzix smart glasses.<sup>2</sup> Moreover, the solution is product agnostic and can be used to support essentially any product in your business environment.

### Minimize unplanned downtime and speed time to repair

Traditionally, when an unplanned outage or a system issue occurs, your IT staff members need to check hardware support information and describe the problem to a support representative or colleague. To accelerate this process without sacrificing the firsthand observations and guidance of a technical support expert, you can use IBM Augmented Remote Assist. The solution enables remote support to diagnose and assist with onsite repairs, helping you perform first-level troubleshooting, decrease human errors, improve first-time fix rates and avoid unnecessary site visits. All these benefits add up to faster problem resolution and recovery from system errors.

### Find out why IBM is the right choice

According to The Total Economic Impact™ of IBM Hybrid IT Support, a Forrester study commissioned by IBM, IBM hybrid IT support can save clients as much as 30% on their IT maintenance spend.<sup>3</sup>

Learn more



### **Facilitate IBM field technicians' work and boost support efficiency**

IBM Augmented Remote Assist acts as a collaboration platform with two main interfaces: a mobile app used by the field technicians during onsite service, and a web app that remote technical support agents use to see a livestream from the mobile application and provide remote guidance. When a visit from a field technician is necessary, IBM Augmented Remote Assist helps ease the support process by relaying information. Through the livestream, the technician already knows the problem and can bring the right parts for repair to boost support efficiency. Field technicians can also consult with remote peers to perform complex diagnostics or repairs when they have concerns, significantly reducing errors and improving first-time fix rates.

### **Avoid recovery delays with remote support for IBM clients**

When a problem doesn't require a field technician to come to the physical site, you can use IBM Augmented Remote Assist to get real-time, step-by-step guidance from remote IBM technical support experts. In technician-to-client interactions, remote support agents guide your staff—even those with little to no technical background—through repairs with the help of instructional overlays. By avoiding unnecessary site visits, you can promote faster response and fix times to get your business up and running without delay.

### **Help optimize service delivery processes and reduce costs**

IBM Augmented Remote Assist enables IBM support agents to engage with field technicians and your staff in interactive ways that resolve issues on the spot. It also helps eliminate the biggest problem—miscommunication—because visual guidance is simply more effective. With the solution, it's as if the technician were standing right beside you, showing you exactly what to do. Moreover, the IBM solution allows you to access support for products from different brands or manufacturers and eliminate the need for multiple third-party maintenance providers. As a result, you can centralize remote services to optimize service delivery processes and reduce costs. Further, you can save on investments in special equipment and training because the solution operates on smartphones and requires no prior training in 3-D object recognition.

### **Conclusion**

IBM Augmented Remote Assist offers an intuitive collaboration tool to quickly engage in real-time problem resolution worldwide. Enabled by AR technology, the solution's visual guidance decreases the effort required to relay instructions, helping field technicians reduce errors, improve first-time fix rates and avoid unnecessary visits.

### **Why IBM Technology Support Services?**

IBM Technology Support Services professionals have deep expertise in the technology industry. Our experts support over 30,000 IBM and other original equipment manufacturer hardware and software products. IBM's worldwide reach allows us to deliver a holistic set of hardware and software support services that help identify dependencies across your IT portfolio. IBM's demonstrated history of service, technical support and reliability, combined with access to IBM product development and engineering labs, helps provide efficient advice and problem-solving. You can count on IBM Technology Support Services to keep your mission-critical systems running smoothly 24x7.

### **For more information**

Learn about other IBM proactive services that can help accelerate your cloud adoption.

Learn more



Talk with us



You can also reach out to your IBM representative or IBM Business Partner for more information or explore our IBM Technology Support Services [website](#).

Additionally, IBM Global Financing provides numerous payment options to help you acquire the technology you need to grow your business. We provide full lifecycle management of IT products and services, from acquisition to disposition. For more information, visit [ibm.com/financing](https://ibm.com/financing).

© Copyright IBM Corporation 2021

IBM Corporation  
New Orchard Road  
Armonk, NY 10504

Produced in the United States of America

August 2021

IBM and the IBM logo are trademarks or registered trademarks of International Business Machines Corporation, in the United States and/or other countries. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on [ibm.com/trademark](http://ibm.com/trademark).

This document is current as of the initial date of publication and may be changed by IBM at any time. Not all offerings are available in every country in which IBM operates.

THE INFORMATION IN THIS DOCUMENT IS PROVIDED “AS IS” WITHOUT ANY WARRANTY, EXPRESS OR IMPLIED, INCLUDING WITHOUT ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND ANY WARRANTY OR CONDITION OF NON-INFRINGEMENT. IBM products are warranted according to the terms and conditions of the agreements under which they are provided.

<sup>1</sup> An IBM maintenance agreement is a prerequisite for IBM Augmented Remote Assist.

<sup>2</sup> Vuzix smart glasses must be purchased separately.

<sup>3</sup> The Total Economic Impact of IBM Hybrid IT Support, a Forrester Study commissioned by IBM, January 2021.

