Visual Remote Support
Speed resolution through improved collaboration using augmented reality technology
Visual Remote Support
Support when and where you need it

Using Visual Remote Support helps:
• simplify maintenance,
• reduce downtime,
• increase equipment effectiveness
• and improve safety by applying on the spot knowledge.

This allows you to expand the technical capabilities of your workforce as they gain hands-on maintenance experience from ABB’s global network of specialists.
Visual Remote Support
Experience the value of remote human-to-human support

**Instant access to expertise**
- Resolve issues quickly
- Improve quality of repairs
- Take advantage of global ABB network of specialists

**Save time**
- Chat instantly with specialists
  - Eliminate travel time
  - Accelerate problem recognition and resolution

**Reduce costs**
- Live audio and video support
  - Reduce unplanned downtime
  - Eliminate travel expenses
- Supports typical handheld devices
  - Use equipment already on hand

**Easy to use mobile tool**
- Connect without an app or additional software
- Provides secure, efficient human-to-human-interaction

**Increase safety**
- Reduce human errors with complex or unfamiliar tasks
- Troubleshoot potentially dangerous issues from a safe distance

**Improve collaboration**
- More effective knowledge transfer
  - through visual guidance
- Enable faster learning
Accessing Visual Remote Support
Available through ABB Care

The ABB Care program is designed to support your assets for life. Customizable ABB Care packages allow you to tailor the support and services so that they match your maintenance and life cycle strategies.

If your ABB Care contract does not yet include Visual Remote Support service, please contact your local ABB representative.

Many of our existing ABB Care customers already have access to Visual Remote Support as part of their ABB Care agreement.

However, remote support can be added to your ABB Care contract at any time to get access to the support you need.
Use cases for Visual Remote Support
Supporting energy industries remotely

Petrochemical refineries, hydrocarbon processing

Case study 1
Troubleshooting of a noisy analyzer
ABB diagnosed the problem and upgraded the GC to the latest model

Case Study 2
On-site personnel training, guidance and recovering old PCG hardware

Offshore energy, floating and fixed platforms

Case study 1
Disruption to PSVM and water injection. Since travel to site was difficult,
Customer implemented connection on the platform to resolve in days (not weeks)

Case study 2
Preventative maintenance test for future support cases

Whether your site is difficult to reach, or you need help quickly, Visual Remote Support can supply a resolution fast.
Use cases for Visual Remote Support
Supporting process industries remotely

Pulp and paper
Requirement: performance baseline audit and machine optimization
Limitation: travel restrictions
Visual remote support helped provide:
• site survey,
• testing
• and sharing information during video discussions with the customer.

Aluminum
Requirement: flowmeter installation and commissioning support
Limitation: difficult to reach site
Visual remote support helped provide:
• process verification,
• purchasing support,
• and commissioning.

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