# Remote Assistance Program

What's your challenge?

It can be difficult to get OEM expertise on site to troubleshoot complex issues. Oftentimes, expert availability doesn't align with your scheduled outages or unplanned downtime. Your technicians are spending too much time at the valve, possibly in harm's way, identifying the root cause of potential issues. Add to that, advice given over the phone or email doesn't quite capture all of the details required to fully understand or resolve issues. You need a better way to collaborate with expert valve service support.

What's your opportunity?

Get access to real-time troubleshooting support from OEM subject matter experts with Emerson's Remote Assistance program. Remote Assistance is provided through a third-party augmented reality (AR) industrial, secure (ISO 27001), and robust platform. Audio and video communication from trained experts helps to eliminate travel time and logistics costs associated with getting technicians to your site and minimizes errors that can occur with phone or email miscommunication. Plus, you're able to enhance the capabilities of your staff by collaborating with Emerson experts to guide through troubleshooting issues and provide recommendations to remediate the issue up to and/or including oversight of the final repair. Real-time, expert valve service via Remote Assistance allows for an efficient, quality, and safe repair.

How does it work?
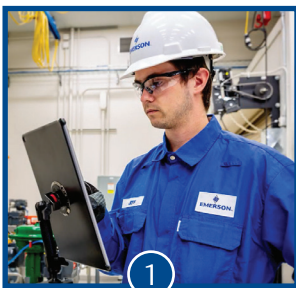
(1) Emerson experts are made available to support requests via a third-party AR software.

(2) Using a mobile device, experts lead you through troubleshooting valve issues.

(3) Annotation is anchored in the field-of-view to support installation, calibration, or repair.

▶ To watch a service detail video, visit **Emerson.com/DigitalValveServices**

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