

Connect



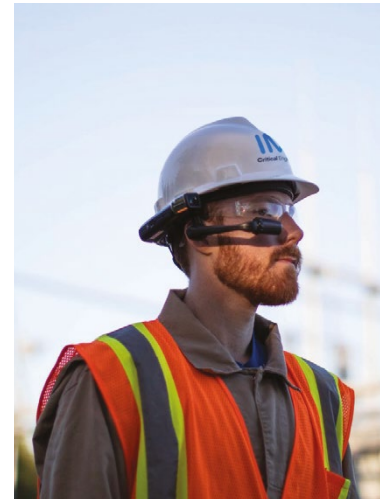
**Experts At
Your Call**

Worldwide, fast, remote assistance

IMI Critical Engineering **Connect** uses a wearable augmented reality (AR) audio-visual headset which connects your field technicians with one or multiple experts across the global IMI Critical Engineering knowledge network.

By offering remote guidance equipment to the customer as part of the service agreement, **Connect** can provide maintenance and troubleshooting for any valve technology without any delay.

We want to solve customer issues quickly, so that sites can be back to running at optimum efficiency right away.



Key benefits

- **The right person, right now** - The **Connect** system means that you can be put in touch with the best qualified engineer for your particular technology type. No delays, just solutions.
- **Let us worry about the details** - We have the knowledge and technical documents needed to help you. Just take your device into the field and let us worry about the rest.
- **Develop site knowledge** - Your engineers learn about the servicing of our valves and also refer back to videos from previous calls to learn from previous exercises.
- **Hands free** - AR headset leaves your hands completely free to work on the hardware without obstruction.



IMI Critical engineer demonstrating hand movement



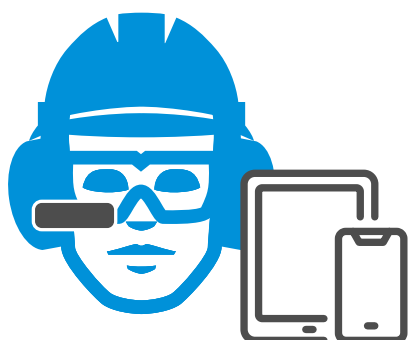
AR hand as seen by FST

Key features

- **Screen sharing** - Share drawings, manuals or applications.
- **Record** - Take a photograph, record a video to document the activity.
- **Hands overlay** - Use your hands to show your counterpart exactly what to do and how to do it – as if you were there.
- **Multiparticipant** - Add additional experts to help guide you to the right solution.
- **Draw** - The engineer and FST can draw and highlight necessary details.
- **Lightweight headset** - Go about your maintenance without the technology impeding your progress.

How does it work?

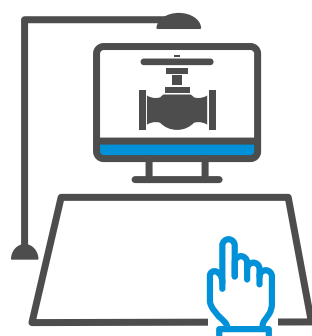
Step 1



Your on-site Field Service Technician (FST) turns on his smart device - Smartphone, tablet or AR headset. Click the IMI Critical Engineering service link and connect directly to an engineer.

- Any modern smart phone or tablet can be used to connect directly or via headset.
- No additional app download required.
- Connect via a weblink or remote assistance app.

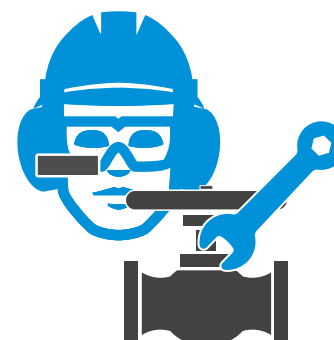
Step 2



IMI Critical engineer using remote desktop, guides the FST on his activities. The connection allows real time video and audio.

- Full audio and visual connection.
- Augmented reality allows you to see IMI Critical engineer's hands on screen.
- Pointers, pen tool and text communication between users.
- Documents can be placed on screen to view.

Step 3

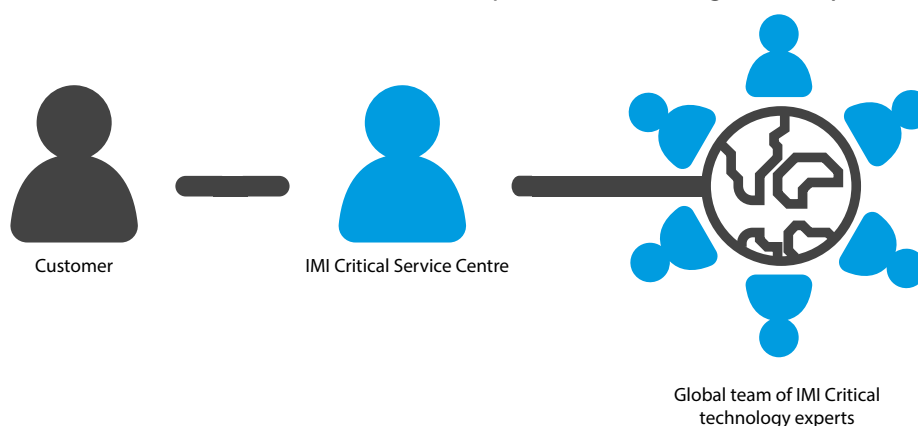


The FST carries out the activities as per remote guidance from the IMI engineer, supported with a detailed sequence of the activity to be performed.

- Helmet is lightweight and safety ensured.
- Completely hands free (with AR headset).
- Video recording of session for future reference and learning.
- Bridging the gap between training and in-the-field.

Any IMI Critical technology support, anywhere in the world!

IMI Critical Engineering **Connect** removes geographic borders and brings valve experts directly to you anywhere in the world. Save time and fix problems straight away.



Contact us at IMI.Connect@imi-critical.com for more information or contact your local sales representative.

Contact us at IMI.Connect@imi-critical.com or through our regional sales sites.

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