

neyretgroup Solutions



NEYRA[®]

Remote Assistance

No fear of High-tech machines

Repair at any time along with the experts



REMOTE TECHNOLOGIES



NEYRA® NEYret Remote Assistance

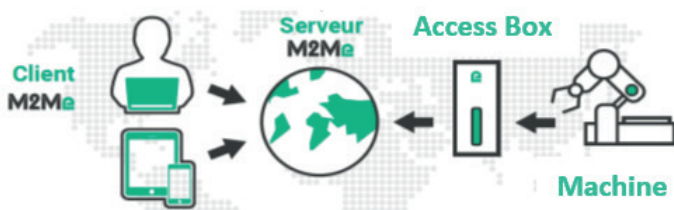
Our remote assistance helps you to withstand the productivity KPIs. NEYRA® allows you to connect with our experts in video live and to enable the augmented reality.

NEYRA® is a complete kit that features video, audio, chat, share screen and guidance using a PC tab or a smartphone.

To ensure the best quality assistance, you can directly link to the machine specialist.

Video/audio live connection through your Wi-Fi or 4G network.

Direct Link to PLC or Vision PC through secured VPN internet connection :



Features

Reactivity: immediate machine checks, quick response to machine troubles (spare parts, repair advises), with HOT LINE service no admin lost time.

Efficiency: original experts of your machine guiding in live, augmented reality of 3D dwg to better understand, data recording with pareto, solve any issues even those less important.

Productivity: reduced downtime (« don't wait the expert to come, he is already on the Link »), only direct cost no travel cost, with expert find temporary running modes.

Training: effective practical training on the machine with the trainer on support, no fear of High Precision machinery.

Contract

Customized services are available: Hot Line, Yearly Maintenance contract, Audit.