

# Augmented Services

## Ready for Service 4.0



BIZERBA

Whiteboard

SIMPLY CHICKEN  
GREAT TASTY CHICKEN



# Shaping new possibilities

**A picture is worth a thousand words.  
Increase the productivity of your  
equipment with the targeted use of  
our Augmented Services.**

Today, we actively help shape Retail 4.0 and Industry 4.0 with our intelligent solutions. Augmented Services are our digital response to fix possible device or system errors in a faster and more cost-effective manner: We connect real technical images with virtual information via mobile devices—live. Welcome to Service 4.0

Benefit from the new level in remote support. Our Augmented Services offer new possibilities in order to increase the availability of your devices and production systems while saving time and costs. Matching to your needs we implement these technologies.



Augmented Reality links real live images with additional information. The boundaries become fluid between real and virtual world.

# Welcome to Service 4.0

## **Fixing errors in a fast and efficient way**

Via mobile terminal device or Smart Glasses you show our specialists the current device or system situation by means of an optimized live video. Same as an on-site visit our specialists analyze and evaluate the problem. In doing so they use Augmented Reality elements which are shown in the live image or whiteboard and guide you to the solution. During this phase you are not incurring any costs for a service call for on-site visits.

## **Networking know-how**

To quickly solve a problem our entire know-how is available to you:

- **Multi-user communication**

We simply invite our global specialists to join us for visual cooperation with you, e.g. in the form of an interactive video conference, chat or screen sharing. Ideally suitable for unlimited knowledge transfer.

- **Additional information**

Via Augmented Reality technology we load information in digital form into the real environment for you or the technician. You can solve the problem yourself. Possible are, among other things, circuit diagrams, edited screenshots, whiteboard drawings or pictures. Also laser pointers can be used in a live video for better identification and checking of components.

## **Easy handling**

Augmented Services make many things easier for you. You

- quickly reach qualified contact persons who can directly help with technical problems or the application of your Bizerba solution
- receive support by specialists who provide you with information from a digital knowledge database. This digital library comprises, among other things, pictures, videos and instructions which can be displayed in order to find the right solution.

## **Safe data transfer**

We have implemented a whole range of safety measures for a reliable transfer of your data. Our server is located in Germany. We transfer your data according to the high safety standards. A user management with defined access rights completes our safety package.



### **Let's talk about it**

Schedule a personal meeting with us and learn about your possibilities with our Augmented Services. Should you have any questions, our service staff will also be happy to help. We are looking forward to your call.

# And this is how it works



Load our free Bizerba Augmented Services app from the App store (Apple) or Play Store (Google) to your mobile terminal device. The download works even faster if you scan the relevant QR code.

The app is installed on your Bizerba Smart Glasses.



Apple devices



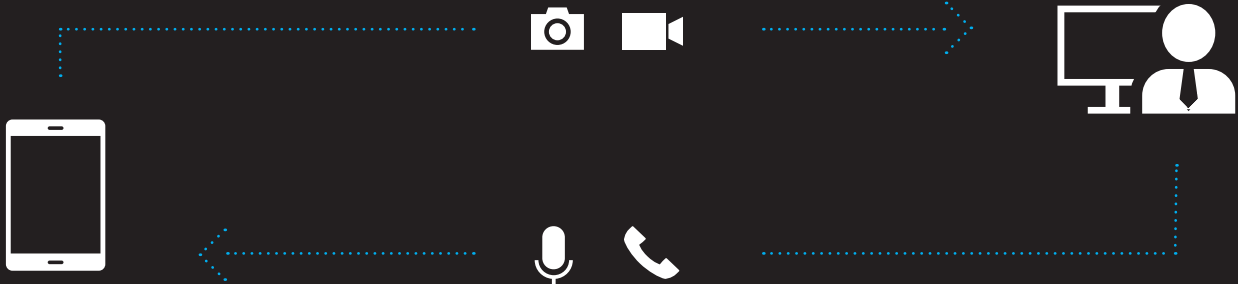
Android devices



## Application

1. In case of a malfunction or a technical question regarding your system simply start the Bizerba Augmented Services app. Afterwards, as usual you call your service hotline and provide your contact person with the password and your service number.

2. Our specialists quickly connect with you via app.



3. By using Augmented Reality elements our specialists efficiently guide you to the solution.



4. The productivity of your system is ensured again.

# Member of the Bizerba Group

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