SightCall
for **Medical Devices**

Reduce Service Downtime and Costs with Remote Expert Guidance

See more, solve faster and serve better. Remote expert guidance from SightCall gives your support experts, field technicians and customers a new level of clarity and communication.

SightCall's platform combines enhanced video and visual automation in a single, powerful solution. By bridging the gap between the digital and physical worlds, SightCall enables your agents and technicians to deliver instant, tailored, and connected service every time.

Boost Efficiency

Give your service team an advantage from the start. See what needs to be done before you do it, so you can schedule, prepare and deploy technicians without surprise. Reduce wasted trips and unnecessary truck rolls.

Reduce Downtime

Stop adding hours to expensive delays with slow and incomplete communication. SightCall gives you immediate visual context and integrates with other platforms and apps. Get the data you need, when you need it, to get machines up and running fast.

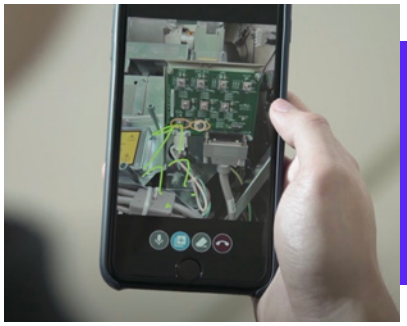
Improve First-Time Fix Rates

Put an extra set of expert eyes on-site when you need them. If field techs get stumped, they can get insight and guidance at the push of a button. Our visual support solution is powered by AR and AI technology to help them fix things right the first time.

Med Device Innovators Using SightCall

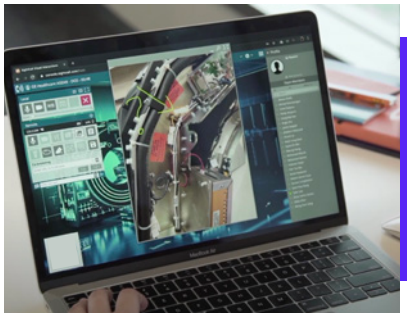
Abbott · DOVER · Dräger · Boston Scientific · SCIEX · B|BRAUN · Syneos Health · GE Healthcare

Medical Device Use Cases



Remote Visual Support

Pre-Visit Triage



On-Site Troubleshooting

Device Installation

Workforce Upskilling

Features

- Face-to-Face Video
- Simple Interface
- Camera Zoom
- Pause Video
- Ultra HD Photos
- Annotate and Highlight
- Document Sharing
- Video Recording
- Low Bandwidth Requirements
- Platform Integrations
- Security Compliance
- Global Multi-Lingual Support
- AR-Enhanced Video Calling
- Works On Any Device
- Screen Sharing and Co-Browsing
- Location Finder
- Offline/Online Mode
- Remote Flashlight
- Text Recognition
- Barcode Scanner

SightCall

SightCall Visual Support
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