



SightCall for Manufacturing

SightCall, the leading visual assistance platform, empowers Manufacturing organizations to drive better business outcomes and provide service in innovative ways, from self-guided digital task execution to human-guided video support.

Ongoing supply chain issues, a growing digital skills gap, and an elevated focus on quantifying sustainability efforts means manufacturing organizations are under increasing pressure to deliver value faster with fewer resources. Succeeding in these high stakes requires manufacturers to augment and modernize their workforce to deliver customer journeys that are effective, efficient, and empathetic. Through the power of SightCall, companies can simplify and automate workflows, connect disparate systems and data points, and provide real-time views anywhere in the world to improve productivity and lower costs while driving top-notch customer and employee experiences.

SightCall helps Manufacturing organizations to save the three most expensive and indispensable assets they have:

Time - by increasing shared understanding through more visual context, you can replace high-effort, low-value tasks with stress-free and meaningful experiences for better resolution rates, increased loyalty and engagement, and higher satisfaction

Cost - by minimizing wasted dispatches and product returns through visual assistance, you can drive significant operational savings, more efficiency, less churn and greater customer lifetime value

Knowledge - by enhancing training experiences through AR-guidance, you can increase technician effectiveness, enhance safety, attract and retain talent, and preserve knowledge for the next generation

With SightCall's visual assistance platform you can:

Reduce response times - minimize slow response times and reduce recovery time when disruptions occur

Combat an aging workforce - Attract new talent and reduce employee turnover, preventing valuable knowledge from being lost and enabling more immersive training across the organization

Reduce waste - eliminate time, cost, and the carbon impact of wasted engineer dispatches and product returns

Improve customer satisfaction - respond to service calls quicker than ever before, providing modern and innovative support that keeps employees productive and customers loyal

Elevate sustainability efforts and quantify results - reduce CO2 emissions and determine the savings gained from not sending experts on-site, with accurate metrics and reporting that will contribute to corporate sustainability KPIs



"Using SightCall has been an incredibly positive experience for us and our customers. Our customers are providing great feedback, telling us how impressed they are in terms of how quickly we can pinpoint a problem. We have reduced difficult service calls that would usually require someone to be on-site, by 20%.."

Nick Casaletto, Equipment Service Manager at MacDermid Graphics Solutions

Customers



Customer Snapshots

Sciex

20% increase in remote first-fix rates and **15%** increase in first visit repairs

48% reduction in diagnostic call times, and **58%** reduction in average on-site repair time when a SightCall pre-diagnostic call has taken place

Kärcher

Agents said SightCall was useful in **91%** of customer support cases

83% of customer support cases saw cost savings achieved through reduced travel and time spent on the issue

iFIT Health & Fitness

80-90% of service calls are now solved remotely, an increase of more than **20%**

An estimated **4000** hours per week saved as resolution rates for service calls decrease significantly

Manufacturing Use Cases



Customer Support

Manufacturing organizations can differentiate themselves with a modern and innovative approach to customer support. Customers can take advantage of a combination of digital self-service workflows and real-time video that reduces service wait times, decreases costly machine downtime, and significantly improves the time it takes to resolve complex issues where an expert is needed.

Feature:

Customers can walk through read-only information to help themselves, or pre-collect information via uploads or forms prior to a visual support session.



Technician Training & Support

Newer technicians are guided and shown new tasks on jobs, with step-by-step instructions and real-time visual assistance enabling an immersive training experience. Data and information from service calls, including imagery and videos, is retained within your CRM or FSM system and the information used for improved employee training, quality assurance, and future reference out in the field.

Feature:

Augmented reality annotations and overlays allow remote experts to guide less experienced field technicians to faster problem resolutions through a real-time collaborative environment.



Troubleshooting & Maintenance

Digitizing repairs and maintenance tasks make it possible for any technician, regardless of their experience, to perform service tasks according to standardized procedures, resulting in an auditable record for regulatory review, even in remote locations

Feature:

All digital work procedures are accessed easily via a mobile device and can be completed offline with automatic uploads upon reconnection for consistent documentation anywhere, anytime.



Inspections, Audits, and Quality Control

Work orders and routine service inspections are conducted consistently and accurately with digitized step-by-step workflows and live visual support. Work is fully inspected and signed off remotely, saving time and reducing travel. The data collected during inspections is documented and recorded within your CRM or FSM system for internal QA and auditing.

Feature:

Ultra HD photos and video recordings during routine inspections can be taken and saved directly within a case file for training, audits, and future reference.



Installations

For new product activations, customers are provided with scripted, step-by-step instructions for easy product installation without human intervention. If an elevated level of support is needed, customers can easily connect with experts to remotely resolve the issue through visual assistance and avoid unnecessary product returns.

Feature:

Customers can share their exact location via SightCall's geolocation feature, allowing your team to know exactly where the problem is.