



## Avanade Quick Start Remote Assist Program

"See What I See" collaboration for mission-critical situations

# Avanade Quick Start Remote Assist Programs

**Avanade Quick Start Remote Assist Programs** for clients with Teams deployment (video turned on) can enable a limited set of users to be up and running as fast as one week\*:

Options:



With existing devices (HoloLens, PCs, iOS, Android)



With HoloLens 2 purchase

The program includes at a minimum simple training on the use of Remote Assist and three months of support.

**Avanade Teams Rapid Deployment Program** is available for clients to deploy Teams before they start on Quick Start Remote Assist program. Teams can be up and running in as fast as 5 to 10 days\*.



\*Conditions apply.



## Keep front-line workers connected to experts

Dynamics 365 Remote Assist allows technicians to collaborate with colleagues and experts from different locations, reducing travel and resolving some of the immediate obstacles facing us all. A medical clinician or technician maintaining critical equipment in the field, for example, can use Remote Assist on HoloLens, Android, or iOS devices while sharing an in context, real-time view of the work site with an expert working from a different location.

[Learn More](#)

# Remote Assist Product Features

## Collaboration

- **Improved calling experience:** Hands-free audio and video calling<sup>1</sup> (with HoloLens) including recording
- **Automatic volume adjustment:** Automatically adjusts based on the noise level of your environment
- **In-call text chat:** Instant message during calls
- **Mixed reality annotations and markup:** Use visuals to communicate with two-way digital inking markup and arrow insertion overlaid and anchored to the real world (see photo)
- **Mixed reality capture:** HoloLens users can capture photos during calls
- **Screen sharing:** Experts can project their desktop screen to HoloLens users' view
- **Mixed reality streaming:** HoloLens users can share their view of another app by running Remote Assist in the background

## Compatibility

- **Compatible with Microsoft Teams:** Remote experts can initiate and receive calls using Teams
- **Works on HoloLens, with PC or mobile (iOS, Android)<sup>2</sup>**
- **Enterprise-level identity and security:** Azure Active Directory (AAD) authentication and single sign-on

## Native Integration with other Microsoft products

- **PowerApps and Guides<sup>3</sup>:** [Power Apps](#) enables teams to create custom applications with low-code tools to solve unique business workflows. By combining Dynamics 365 Guides and Power Apps, you can extend Dynamics 365 Guides capabilities to create a more seamless end-to-end solution that fits the needs of your operators. For example, you can add a link to an interactive quiz app, a parts re-ordering app, or an app that provides the latest status on IoT sensors
- **OneDrive integration, file sharing, and display:** HoloLens users' and remote experts can insert documents (PDF) and images (JPG, PNG, TIFF, and BMP) into their shared view, take snapshots and save to OneDrive
- **Integration with Dynamics 365 for Field Service<sup>4</sup>:** HoloLens users can view work orders, call designated experts, and view Power BI dashboards linked to work orders in Remote Assist, take snapshots and save to a Field Service Booking



<sup>1</sup> Requires HoloLens, a valid Dynamics 365 Remote Assist license, and a valid Office 365 license with Microsoft Teams

<sup>2</sup> Mixed reality annotations and file sharing not available on mobile

<sup>3</sup> Requires valid Dynamics 365 Guides and PowerApps licensing

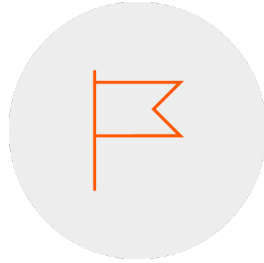
<sup>4</sup> Requires a separate license for Dynamics 365 for Field Service. To view links to Power BI dashboards, a separate Power BI license is required

# Remote Assist Program Benefits



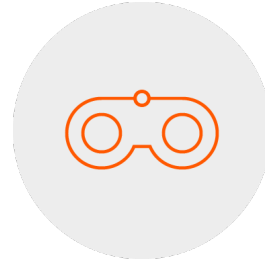
## Real-time support

- Customers with support needs can be directly connected to Client support via Microsoft Remote Assist
- Service reps/techs will use Teams to interact with customers from anywhere



## Dependable support

- Each support option purchase will include a set amount of support
- Additional services and support beyond the introductory period will require an extended agreement



## Increase utilization

- Service reps/techs can be supporting customers from anywhere with a good internet connection and a PC
- Service reps/techs can see everything the customer sees saving time and increasing one-time fixes



## Centralize tools

- Support and device management can be centralized. Support can be connected to call tracking systems and managed as a queue
- Teams integrates voice, video, document/image sharing into one platform



## Reduce travel

- Service reps can either take calls from an office or could manage calls as necessary as they travel to support other customers
- Calls can be handled by a Center of Excellence team in a dedicated office

# Elastic Collaboration: The Need for Remote Expertise

## Front-line workers need new forms of collaboration

- Mission-critical work execution still requires humans to complete activities; remote support plans are not sufficient
- Travel costs and restrictions increase difficulty staffing mission-critical support functions
- Lack of available support for critical work
- Front-line workers will need to safely execute larger workloads under high stress situations
- Less workers and less interaction among workers makes it difficult to keep manufacturing running (A/B shifts)
- Specialized expertise isn't always available on-site

# Do you need remote experts to guide mission-critical work?

**“I wish I could see what you are seeing and guide you through the process”**

1. Is your organization prepared to operate 24/7 with mission-critical staff on site?
2. Does your workforce know how to perform remote troubleshooting with fellow employees, customers, partners and suppliers?
3. Do you have a clear device and application strategy to seamlessly and securely enable remote collaboration?
4. Do you have a team dedicated to researching and implementing this strategy?
5. Do you have any issue with repeat callouts and/or require travel due to insufficient expertise locally?
6. Are you able to retain your highly experienced front-line workers?
7. Can you train new hires efficiently?



# Safe remote assistance: Expert collaboration with workers

## Rapidly build and distribute “remote experts kits” for mission-critical functions

Avanade can provide training and a managed service to enable remote video/audio support between remote experts and field workers.

Clients may choose to use their own PC/mobile devices and/or acquire HoloLens devices.



### Service Overview:

- Remote users (PC, tablet, phone) connect to field workforce (phone, tablet, HoloLens)
- Preconfigured, rapid delivery of equipment, software and licenses solves an immediate need\*
- Avanade support team ensures configuration and on-going operation of remote video/audio connectivity

### Service Benefits:

- Can utilize existing client investment in mobile devices
- Offers ability to create A/B shifts – reducing numbers of workers needed on site, increasing social distance
- Simplified pricing makes it easy to get started

### Advantages Over Consumer Video

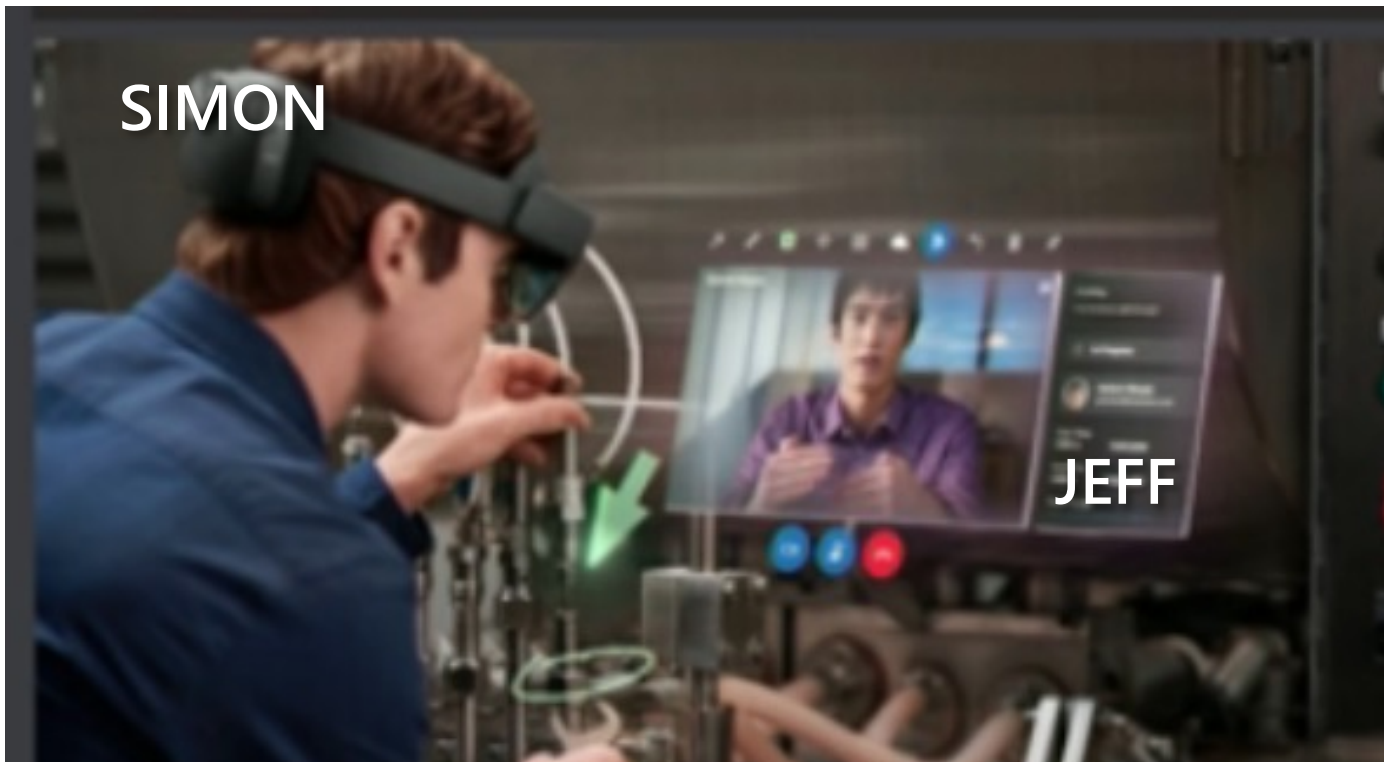
#### Calling Applications:

- Supports multiple kinds of devices and mobile operating systems
- Easy document sharing
- Telestration
- Low-bandwidth-optimized video
- Hands-free and voice-driven navigation when used with HoloLens

\*Conditions apply.

# A Remote Assist story

**Jeff** sees the machine **Simon** is servicing, and its parameters, on his own desktop based on what **Simon** sees with the HoloLens. It's as if **Jeff** is in the room with **Simon**.



Our front-line worker, **Simon**, needs help in servicing the machine is working with.



Our remote expert, **Jeff**, can share his expertise without being in person





# Making and taking calls in Dynamics 365 Remote Assist on HoloLens

## Making and taking calls in Dynamics 365 Remote Assist on HoloLens:

- A one-to-one call includes two participants. For example, if you're repairing a machine and need help on-the-go, you can make a one-to-one call to a remote collaborator using Teams on PC or Teams on mobile.
- A group call includes three or more participants. For example, if you're inspecting an asset in a one-to-one call but need a third person's expertise, any participant can add the third person to the call to form a group call.
- A meeting is a call scheduled using Teams or Outlook. It can include any number of participants. For example, if you want to have a weekly inspection with your team, you can create a meeting so that everyone receives notifications about the meeting and can join the meeting.
- You can make or receive a one-to-one call with a Teams user from another company if external access for both companies has been enabled in Microsoft Teams. If you're the administrator for your organization, to set up external access, see [Set up cross-company calling](#).
- **Make a Group Call** A group call can include a single Remote Assist HoloLens user and up to 49 Teams Desktop users, although adding more participants may impact call quality. You can also switch between participants' video feeds and mute participants as needed.

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**About Avanade**

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