xAssist

See-What-I-See
Remote Assistance

Instant and seamless hands-free video calls for remote support and remote audit scenarios within and between corporations

Revolutionize cost and time-consuming support, audit, and training processes with xAssist. Increase your productivity and optimize your service and after sales with remote support and augmented reality technology for smart glasses, smartphones, and tablets.

Wherever problems arise, and knowledge needs to be transferred quickly, you can rely on xAssist. Easily connect a remote technical expert with employees on-site. Through real-time video and audio, the expert sees exactly as the technician on-site.

Interactive features enable the call participants to visually clarify instructions. The exclusive option of involving several users in a call also allows for support from experts outside the company network. Offer worldwide service, achieve faster response times and optimize your service chain.

Tailored to Your Needs

Realtime Remote Support

→ For your customers

→ For your service partners

→ For end users

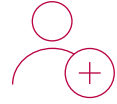→ For your internal tech service

Core Features

Live video calls

Multi-user conference

Live pointer

Chat with instant translations

Invite guest users

Whiteboard & markups

File & screen sharing

Video recording

Service reports

Workflow integration

Your Benefits

Faster response time
Guarantee first-class service through immediate expert knowledge transfer

Higher productivity
Reduce machine downtime via real-time error analysis

Reduced costs
Lower expenditure for maintenance, repairs, and inspections through location-independent expert consultations

Selected References

TOYOTA

LEXUS
EXPERIENCE AMAZING

KEMPER®

navajo
incorporated

About TeamViewer

TeamViewer is a leading global technology company that provides a connectivity platform to remotely access, control, manage, monitor, and repair devices of any kind – from laptops and mobile phones to industrial machines and robots. TeamViewer continuously innovates in fields such as Augmented Reality, enabling companies from all industries to digitally transform their workforce and business-critical processes.

Through strategic acquisitions of Ubimax, Upskill, and Viscopic, TeamViewer has built a fully comprehensive, end-to-end AR solution on the market. TeamViewer Frontline optimizes processes along the entire industrial value chain, closing the loop to an entirely digital industrial workspace.

Founded in 2005, and headquartered in Göppingen, Germany, TeamViewer is a publicly held company with approximately 1,400 global employees. TeamViewer AG (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX.

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