

HPE Visual Remote Guidance for the Enterprise

Powered by HPE MyRoom

With HPE MyRoom, real-time global collaboration between remote personnel and your experts is easy and flexible, increases productivity, and delivers bottom-line savings to your organization.

What can HPE Visual Remote Guidance do for the Enterprise?

- Communication
- Faster access to information
- Faster time to decision
- Customer relations
- Inventory management
- Quality control
- Just-in-time training
- Remote support



See through remote eyes and revolutionize your collaboration experience.

Boost productivity and cost efficiency with live, visually guided collaboration

Enterprise applications leveraging wearable devices are a new frontier. The technology is accelerating fast and new use cases are being developed. Today, with HPE MyRoom Visual Remote Guidance you can innovate the way you conduct business with many potential applications to consider, such as:

- Remote field support
- Manufacturing
- Inventory management
- Healthcare
- Tourism
- Education and training

- Real estate
- Traffic information
- Fraud prevention
- Insurance
- Building construction
- Sports events
- Law enforcement
- Identity management
- Utility management

Potential customer scenarios

- A technical services company uses HPE MyRoom to provide field service with wearable devices
- IT department implementation of HPE MyRoom provides desktop sharing; end-user remote IT support/help desk can offer greater service to remote users



Solution brief

The power of HPE MyRoom collaboration includes live chat and virtual face-to-face meetings in your own online rooms. Remote users and support experts can share desktops and interact in real time using a high-quality personal audio and video connection. Cloud connectivity is enterprise secure, with AES 256-bit encryption of audio, video, and desktop sharing. HPE MyRoom supports a variety of platforms, including Android, Windows®, Mac OS X, and Linux®.

Grow your business with VRG for remote field support

Profit from predictable business operations and enhanced cost structure, while saving the cost of highly skilled labor. Remote workers are empowered to efficiently maintain and repair equipment, through live interaction with your experts and assistance from visual aids, including visually guided remote support videos.

Faster, more accurate maintenance and repairs enable higher uptime and productivity, helping reduce your operating costs.

Contact your HPE representative to learn more about HPE Visual Remote Guidance for the Enterprise.



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- An insurance company leverages HPE MyRoom in the hands of field adjusters to speed up claims processing by recording in real time
- Law enforcement agencies can use remote HPE MyRoom to monitor and record without need of additional officers
- An university utilizes wearable devices to share access to protected historical sites

Visual remote guidance for remote field support

With HPE Visual Remote Guidance for the Enterprise, your remote workers or customers may be guided by experts through issue resolution, significantly reducing time to repair, even for demanding technology issues.

HPE Visual Remote Guidance creates an innovative service enabled through HPE MyRoom that facilitates faster issue resolution by staff, while collaborating virtually with a support engineer or expert. Live information sharing provides an intelligent, intuitive support experience. The support engineer or expert can see what the remote worker sees and does, and can provide real-time guidance, all through the wearable computing display, enabling convenient, hands-free interaction. Text chat is enhanced with real-time language translations, bringing further convenience to a support experience.

Improve your uptime and productivity

Gain immediate access to expert support, tailored to your needs, without dial-in or menu navigation. Remote workers can activate visual guidance sessions in seconds, through a simple voice command to the wearable computing device. This opens an HPE MyRoom live collaboration session with a support engineer.

The support engineer can see in real time what your remote worker sees through the wearable computing device and guides the remote worker through every step. At the same time, your remote worker is free to perform the guided actions while continuing uninterrupted communication with your experts.

This enables issues to be diagnosed and resolved accurately and more efficiently, which significantly increases the first-time repair rate and enables quick resolution, for fast return to productive operation. Additionally, live guidance during the repair leverages your engineers' accumulated expertise to dramatically shorten users' learning curve, enabling them to focus more on core tasks.

Enjoy a world-class experience

Benefit from a simplified resolution process, even on demanding issues. Your remote user can interact hands free with your experts on real-time audio, video, or desktop sharing through HPE MyRoom and wearable computing devices.

Embedded text translations facilitate collaboration with your experts around the world, removing language barriers and extending your access to your worldwide remote support resources. Live visual collaboration also enables the support engineer to assist with parts identification, so that correct parts are replaced and helps prevent ordering of incorrect parts, which can potentially save you time and costs.

Learn more at
myroom.hpe.com

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