

KEY
BENEFITS

ERMES REMOTE ASSISTANCE



2019
ANTIKYTERA

A product of:



ANTIKYTERA
e - t e c h n o l o g i e s

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ABOUT ANTIKYTERA

Who we are

Antikytera e-technologies is a young Irish company based in Dublin that counts on a network of 12 international partners (USA, Brazil, Ireland, Italy).

Antikytera e-technologies is based on the combination of managers and experienced professionals in the IT field. In this way, the solutions are unique because they are oriented, both from a technological and a managerial point of view.

Our solutions

The company is focused on 2 core businesses, each dedicated to developing solutions in:

- **Augmented reality**
- **Artificial intelligence**

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ABOUT ERMES

A Remote Assistance solution



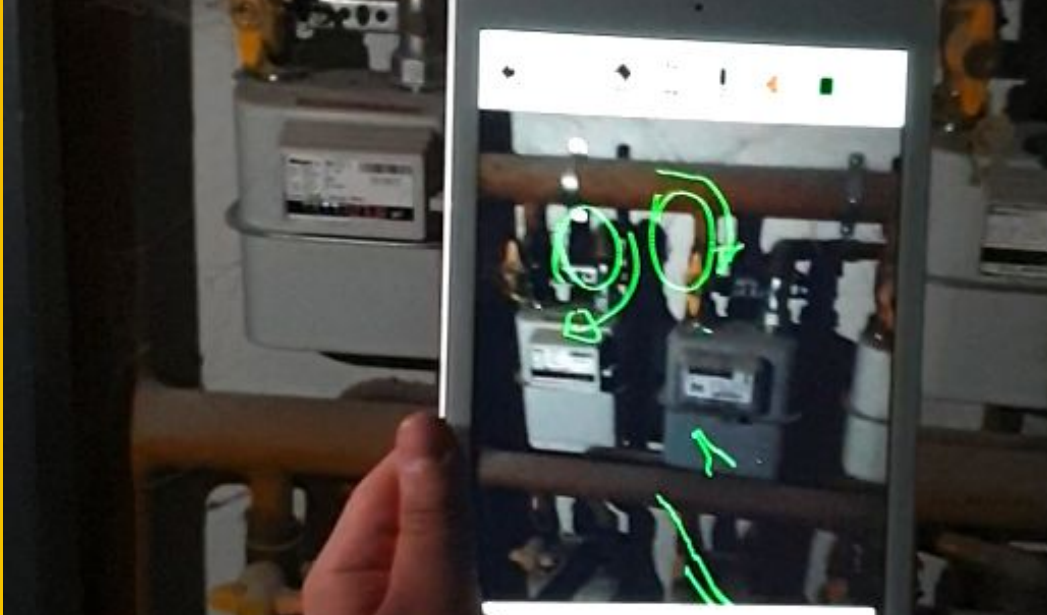
KEY BENEFITS

ERMES Remote Assistance combines **Augmented Reality (AR)** with **real time communications** to connect a technician in the field with an expert, so that the expert can see and discuss the situation on the field.

The technician and the expert **draw digital annotations** (using the finger on the screen) that **anchor with precision** to the physical environment, allowing the operator to guide the technician through a process, step by step.

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Remote Expert:

Connect with your workforce to provide live guidance from anywhere with a connection



Field Technician:

Connect with a remote subject matter expert whenever support is needed

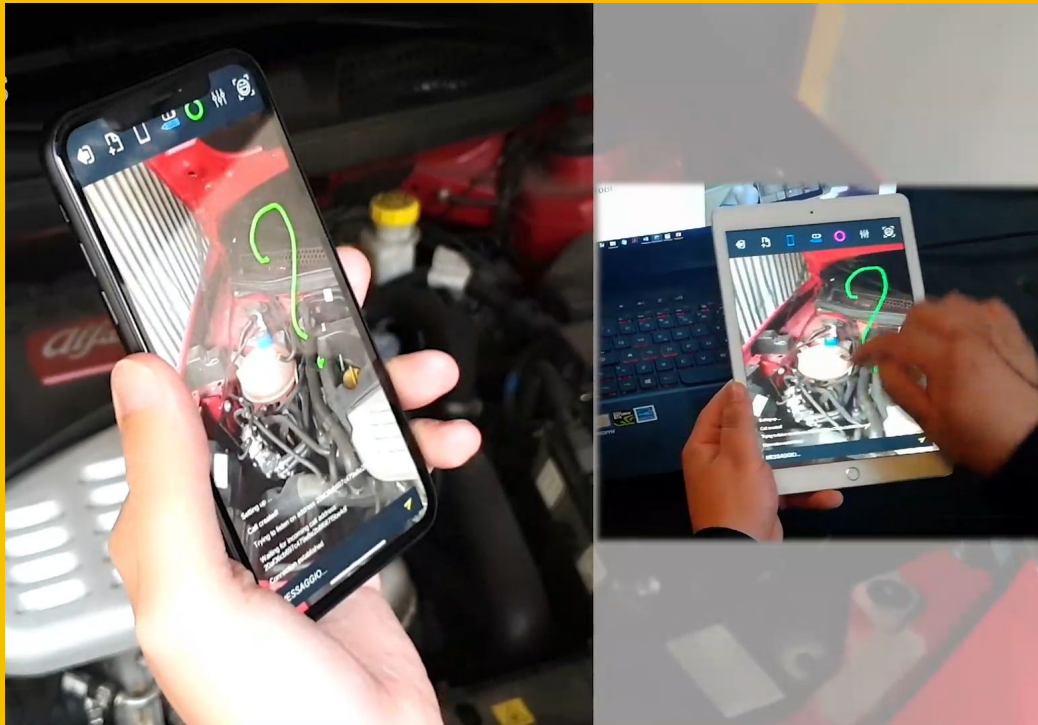
VERMES



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Communicate effectively with just one tool

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Production and assistance:

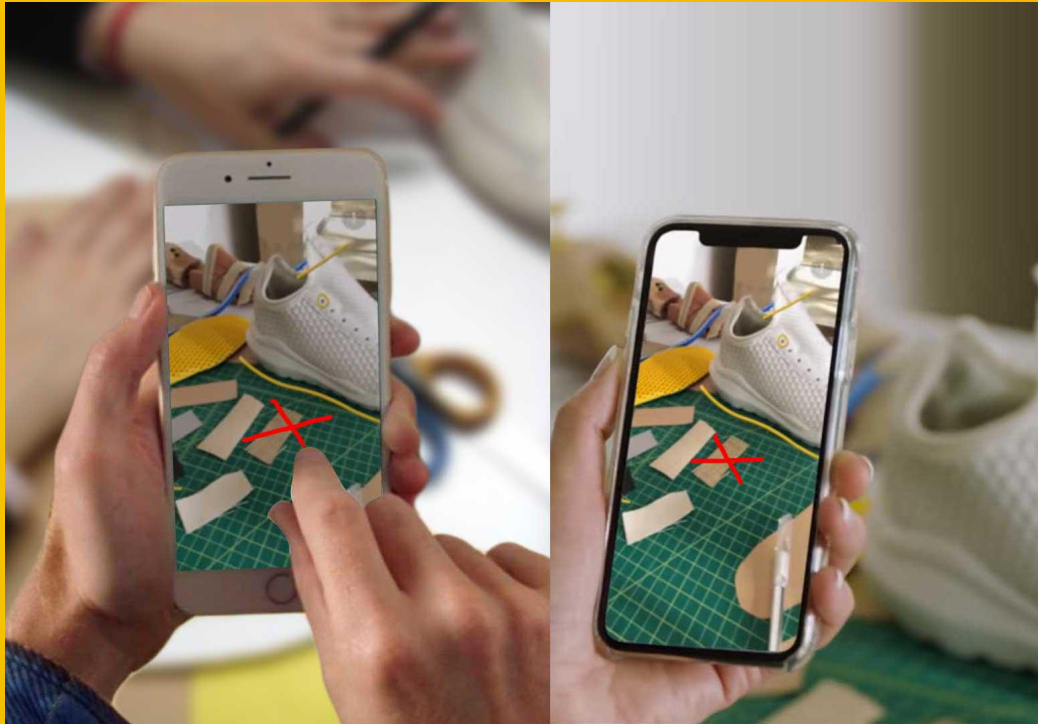
strengthening of technicians with a remote expert guide for assistance, assembly or step-by-step inspection.

Workplace training: increases the retention and accuracy of information with the ad hoc assistance of a supervisor or an instructor while a new technician completes the activities for the first time.

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Useful for any sector and industry type

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Small teams: upgrade technicians with a remote expert guide for assistance, assembly or step-by-step inspection.

Big teams: increases the retention and accuracy of information with the ad hoc assistance of a supervisor or an instructor while a new technician completes the activities for the first time.

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PRODUCT OFFER

CORE PRODUCT

ERMES PRODUCT OFFER

CORE PRODUCT

KEY FEATURES

- Video Streaming call
- Augmented reality recognition of the space
- Interchange the camera view
- Drawing feature with settings
 - Set the distance from the camera
 - Set the line width
 - Set colour
- Audio and loudspeaker mode
- Chat

ACTUAL PRODUCT

ERMES PRODUCT OFFER

CONTROL THE CALL QUALITY

Regulate better quality for details,
lower quality for better performance

LOGIN SYSTEM & USER ROLES

Unique and verified access for each person
and administrative level



CALL FEATURE

Call your contacts at any moment

CUSTOMIZED INTERFACE

Companies can brandsize
the interface with logo and colors

USER EXPERIENCE

Intuitive and easy navigation
for a pleasure experience

EXTENDED PRODUCT

CUSTOM EXTENSIONS
Get customized upgrades
according to your needs

PAY AS YOU GO
Flexible payment conditions

IMMEDIATE BEGIN
Download the app, register
yourself and start using it

CONSTANT UPGRADES
Be always updates with
the best cutting-edge releases

GUARANTEE
Benefit from our constant
check-ups, fixes and maintenance

EDUCATION TUTORIALS
Learn the basics with our
video tutorials

CUSTOMER SUPPORT
Available on week days for
technical issues

LEARN FROM DATA
Keep the historical data
from all your company



ERMES PRODUCT OFFER

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REASONS TO INVEST

Reasons to invest

Reduce Service Costs:

Giving frontline workers access to real-time AR support from your most experienced team members reduces the time-to-repair, without the travel costs.

Faster Technician Training:

Remote mentoring of new technicians via modern digital learning methods effectively transfers the knowledge of more experienced workers, so everyone on the team can be an expert.

Improve Service Quality:

Both expert and technician can accurately mark up live views to highlight details or guide solutions. Annotations stick where drawn, so ad-hoc instructions are precise.

Reasons to invest

The remote assistance enables the industrial enterprise to rapidly and cost-effectively get augmented reality (AR) in the hands of service and operations technicians with the mobile devices they have today.

Manufacturing and Service: empower technicians with remote expert guidance for service, step-by-step assembly or inspection.

On-the-Job Training: increase information retention and accuracy with ad-hoc assistance from a supervisor or trainer while a new technician completes first-time activities.

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TECHNICAL REQUIREMENTS

Supported devices

App Store Markets:

iOS 11 or later.

iPhone 6s, iPhone 6s Plus, iPhone SE, iPhone 7, iPhone 7 Plus, iPhone 8, iPhone 8 Plus, iPhone X, iPad (5th generation), 9.7-inch iPad Pro, 10.5-inch iPad Pro, 12.9-inch iPad Pro

Google App Store:

Android 7.0 or later.

ArCore Compatible devices:

Samsung Galaxy S7, Samsung Galaxy S7 Edge, Samsung Galaxy S8/S8+, Samsung Galaxy S9/S9+, Samsung Galaxy Note 8.

Google Pixel, Google Pixel 2, Google Pixel 3...

Network connectivity

Overall call quality largely depends on the bandwidth of the internet connection.
4G connections (or wi-fi with data rate from 100Mbps to 1Gbps) have optimal results
3G connections (or wi-fi with data rate from 144kbps to 2Mbps) work with limitations

A future feature will allow users to adjust the quality of the video and streaming and thus this will impact on the quality of the call. For example, in lower connections the video quality can be lowered to HD mode instead of the 2K that is used by default, thus optimizing the use of the available bandwidth.

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