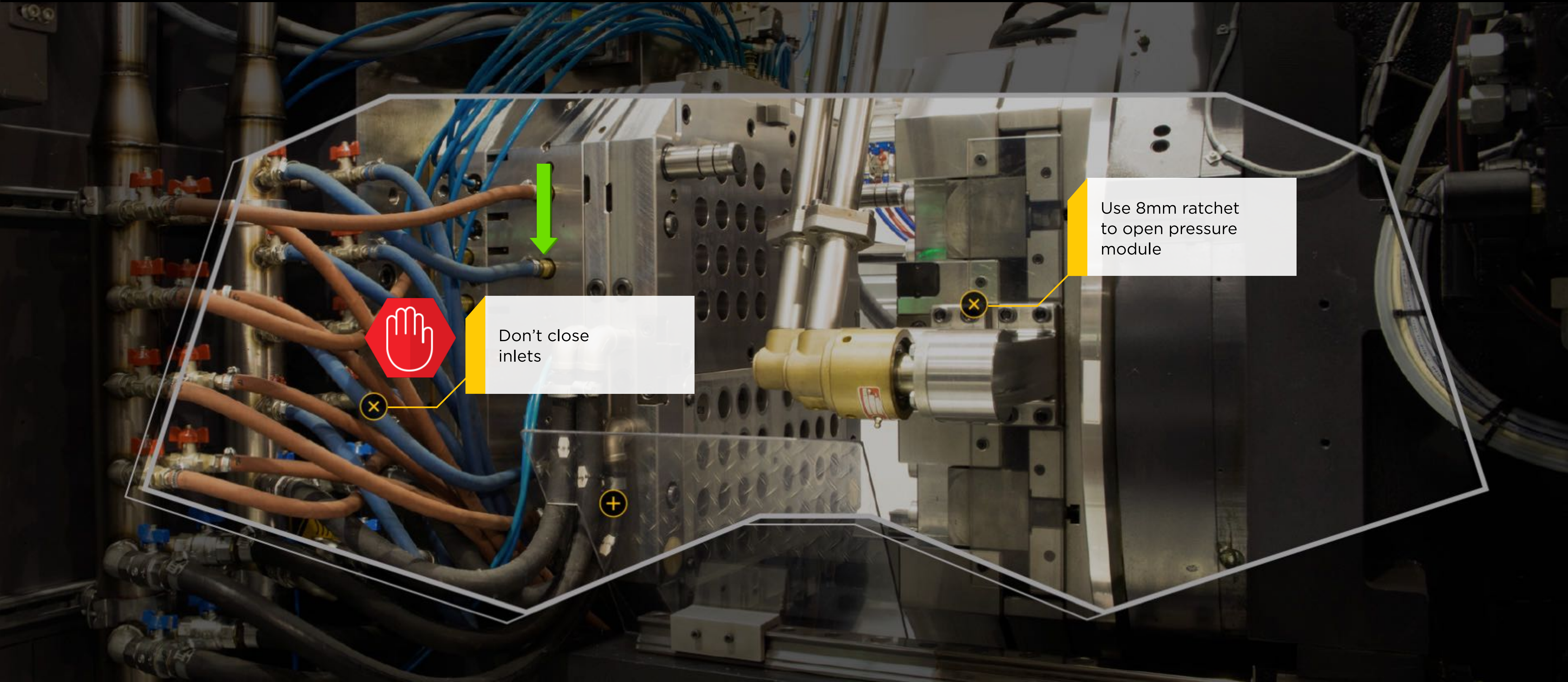




AUGMENTED REALITY COLLABORATION SOLUTION FOR ENTERPRISE FIELD SERVICES



Don't close inlets

Use 8mm ratchet to open pressure module



Driving Value from Field Services Digitalization

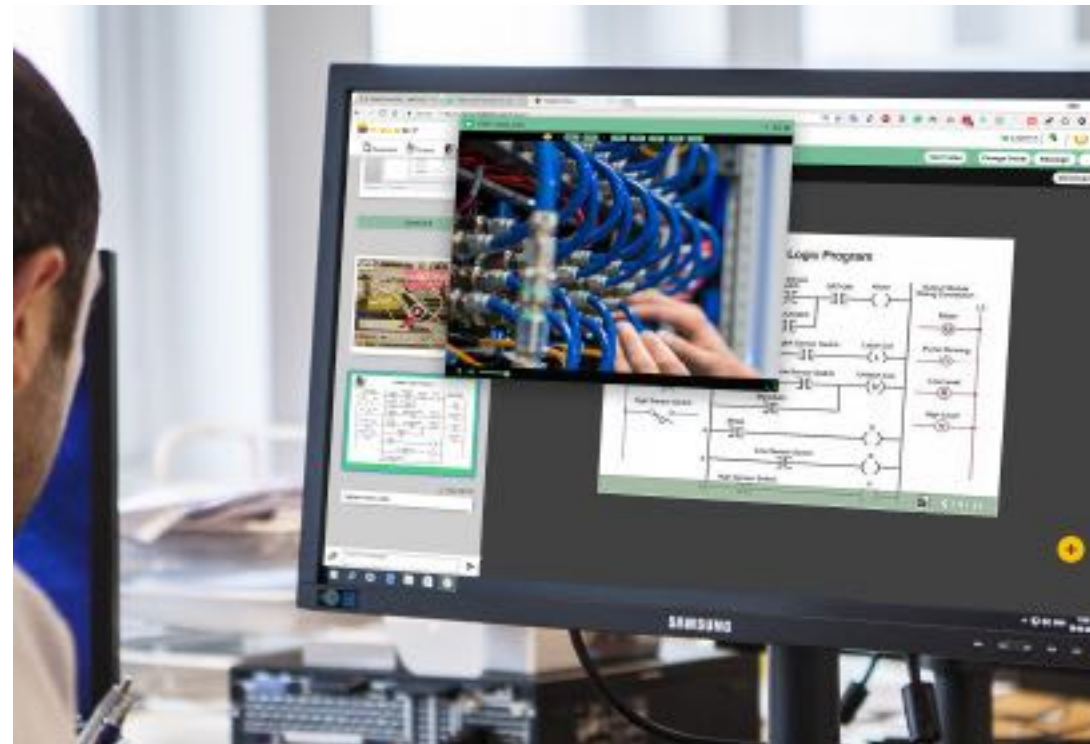
Digital transformation is revolutionizing field services, as industrial enterprises seek ways to reduce downtime, increase service revenues and preserve knowledge from their aging workforce. Fieldbit provides an enterprise-grade, end-to-end solution designed to enable and facilitate digital transformation in large-scale field service organizations.

Deployed worldwide, our augmented reality collaboration and knowledge capture solution enhances operational efficiency, enables new service-oriented business models and SLA packages, and connects end customers to the problem resolution cycle. Designed for industrial enterprises, this cloud-based platform offers uncompromising security features, advanced user management and seamless integration with back office and Industrial IoT systems.



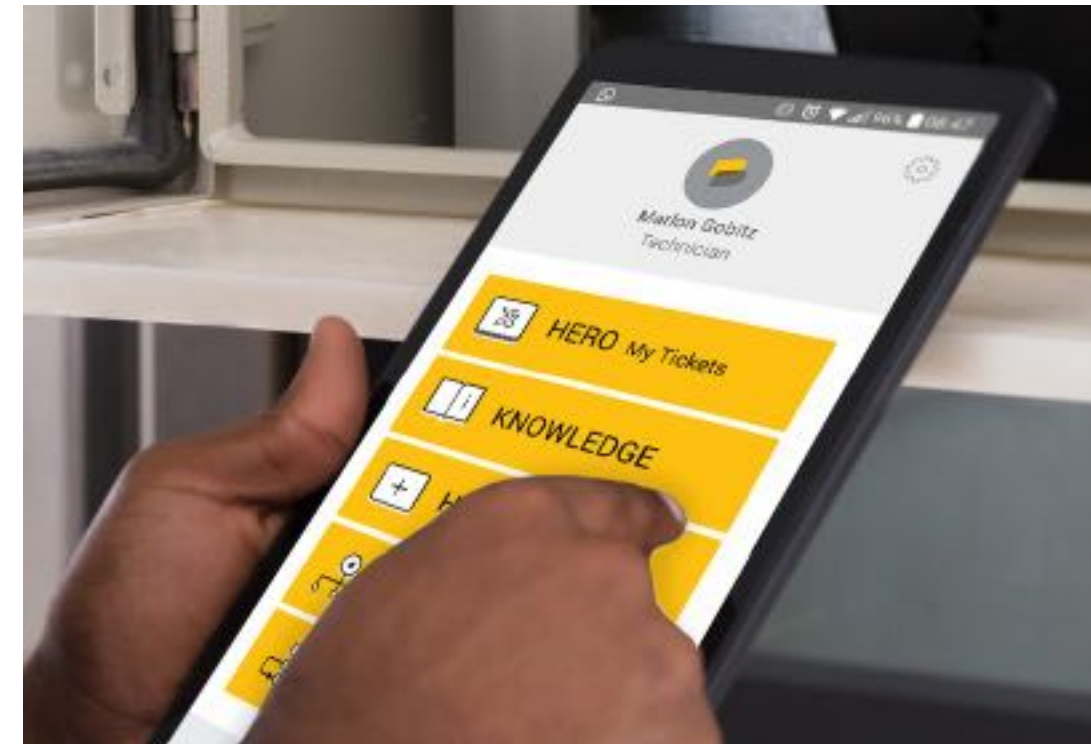
End-to-End Augmented Reality Collaboration and Knowledge Capture Solution

Harnessing and integrating Augmented Reality (AR), live video, cloud-based computing and smart glasses technologies, Fieldbit has created a cutting-edge solution that addresses the key needs of today's field service organizations. These innovative capabilities serve as a common foundation for all of our SaaS products.



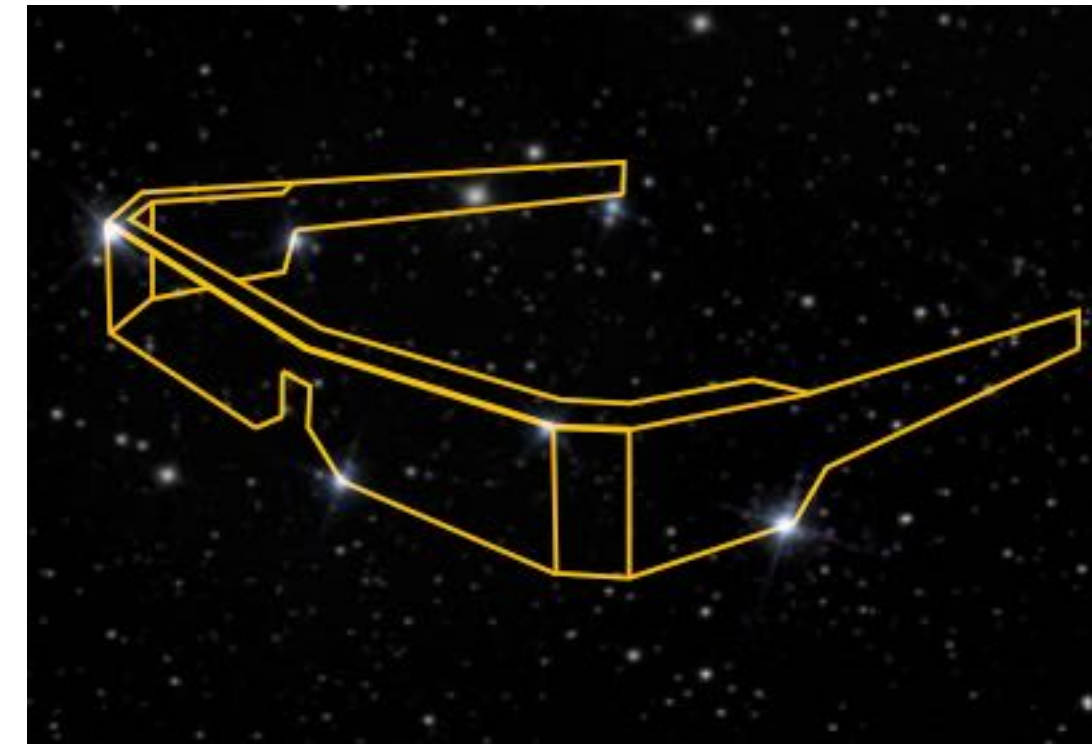
Fieldbit Hero

Interactive field service collaboration platform for sharing a field of view (See-What-I-See) between domain experts and a remote technician. Using live video and an online AR editor, remote experts can send precise visual instructions to field technicians or users, guiding them through a problem resolution cycle.



Fieldbit Knowledge

Unique and secure repository of on-job, practical knowledge - including AR interactive instructions (Snippets), videos with annotations, documents, drawing and pictures - that can be accessed online and offline by authorized users.



Fieldbit Cosmic

Set of APIs for seamlessly integrating Fieldbit tickets and compliance reports with enterprise back office solutions, such as ERP, AMS or FSM. Fieldbit Cosmic includes SDKs for augmenting industrial IoT data or real-time data from legacy automation systems in the field of view on smart glasses, or as online displays on mobile devices.

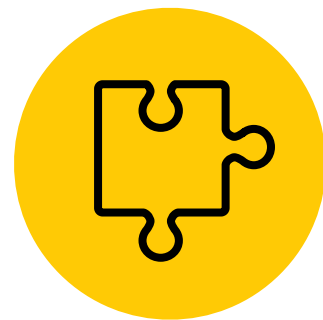


Fieldbit Logic

Step-by-step logical procedures for smart glasses or mobile devices that help technicians perform preventive maintenance, accompanied by checklist to assure that the full service procedure is executed according to requirements.

Unrivaled Functionality to Solve Your Vital Operational Needs

Fieldbit's platform was designed to meet the unique demands of field service workflows and practices. All Fieldbit products are interoperable and built for use in harsh environments with low network bandwidth, as well as supporting work in offline mode.



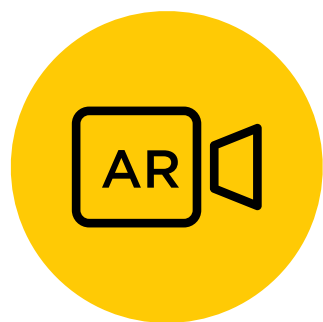
Knowledge and Snippets

Fieldbit Knowledge helps you capture on-job expertise and share it across the organization and with customers. While guiding an onsite technician/user in fixing a problem or servicing equipment, the remote expert can save all AR instructions, infographics and documents into "Knowledge Snippets." These Snippets can be organized as sharable libraries that can be accessed by technical personnel and even customers, depending on their authorization level. Users can download Knowledge libraries to their mobile devices and use them offline at locations without Internet connectivity.



Compliance and Validation

Fast resolution of technical issues must be accompanied by complete documentation of actions taken and confirmation of each service step. Fieldbit Hero's compliance module allows a technician to document actions by snapshotting photos, taking measurements, or scanning QR codes or barcodes. With one click, technicians can generate a compliance report documenting the entire service process, including time stamps and location data.



Online Augmented Reality Creation

Fieldbit Hero makes it easy for experts to create rich AR content online including graphics, ready-to-use clipart objects and step-by-step instructions. AR scenes can be designed on-the fly and sent to a remote user's smart glasses or mobile device, immediately pointing the user to exact components requiring service.



Ticketing System

All actions and exchange of information - documents, AR scenes and instructions, photos and other content - are recorded in Fieldbit service tickets. Each ticket can include information about service location, site and equipment for subsequent search and retrieval. Tickets can be examined, reused or exported as reports. Field service managers can escalate and reassign unresolved tickets to different users in the organization and archive closed tickets in the Fieldbit database for future reference.



Why Customers Choose Fieldbit



Brainstorm - Unmatched AR-Based Video Collaboration

To resolve complex problems in multi-disciplinary industrial, medical or automation equipment, more than one type of expert may be needed. Fieldbit Brainstorm is a special conference module that enables multiple experts to collaborate via AR-based video chat. Much more than a standard video conference, Brainstorm allows the various domain experts to share a field of view with a remote technician, conduct internal discussions and arrive at an agreed diagnosis. Then, a domain expert can receive control and guide the remote technician through the appropriate resolution process.



IoT and Industrie 4.0 Ready

An open architecture design makes it easy to integrate Fieldbit Hero with real-time data from Industrial IoT and legacy automation systems. Using the Fieldbit Cosmic builder, this real-time data can be augmented in smart glasses' field of view or as configurable DataPulse displays on mobile devices.



AR-Enhanced Video Recording

Fieldbit video technology allows experts to seamlessly record collaboration sessions with augmented annotations, including step-by-step instructions and infographics. This practical knowledge can then be stored in the Fieldbit Knowledge libraries for future reference.



Your Data Is Always Safe

Fieldbit invests major efforts to ensure the highest level of data security. All data transactions and data at rest are encrypted with secure TLS 1.2 protocols and 256-bit key protocols to safeguard your proprietary information. Two-factor authentication for login, password renewal, lockout policies, and data link expiration timeout are used to protect data from any unauthorized access.



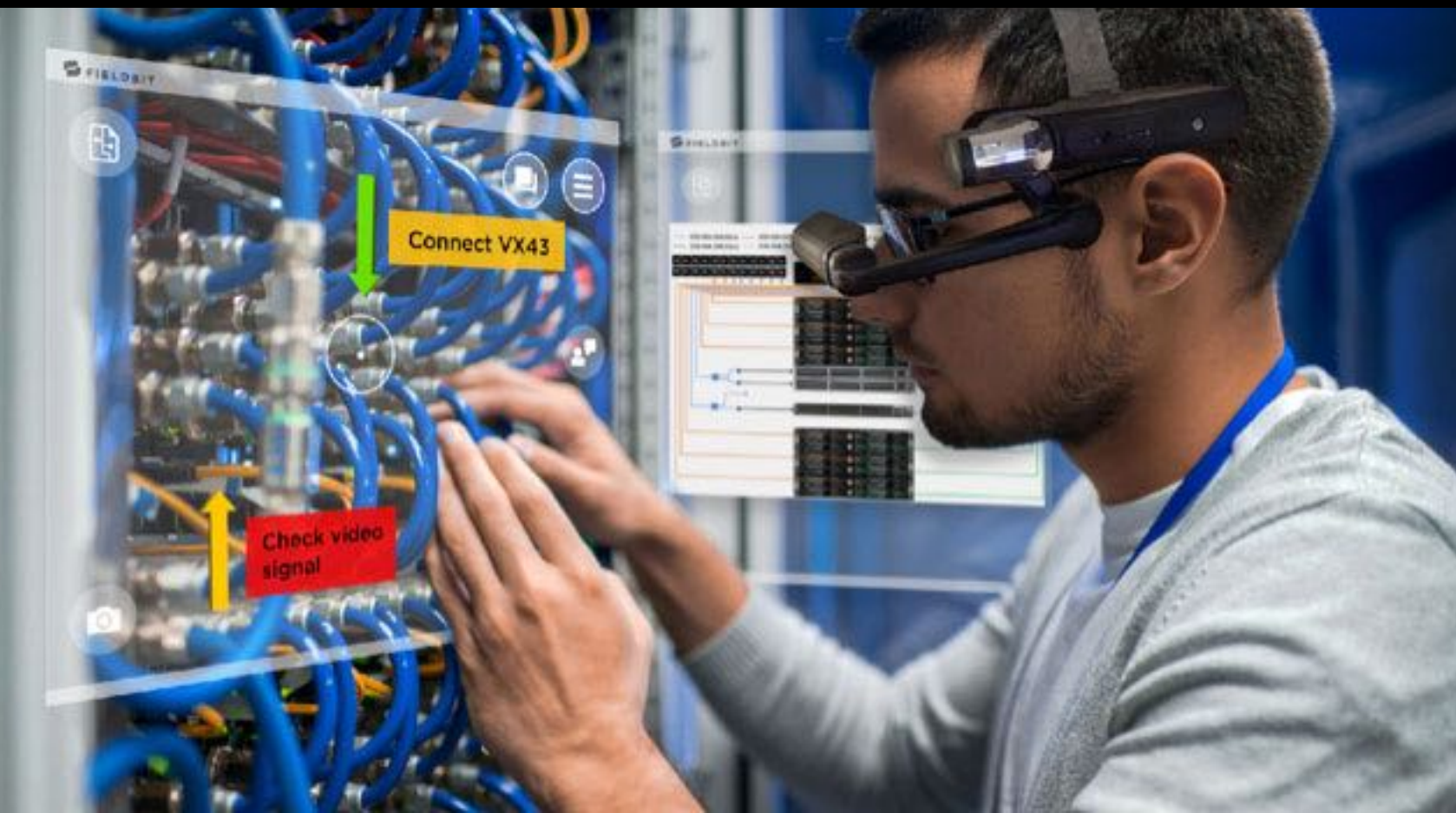
Designed for Enterprise

Fieldbit's cloud platform is designed for industrial enterprises and enables seamless integration with existing back office solutions. Fieldbit Hero tickets and Knowledge libraries can be linked to enterprise solutions and existing knowledge management systems to enable access to information from the single environment. A standard link to Salesforce Service Cloud is included as part of Fieldbit's Enterprise Edition offering.



Flexible User Management

Ideal for large-scale service organizations, Fieldbit provides a flexible mechanism to manage sub-organizations, territories, groups and user authorizations via the Fieldbit Admin dashboard. The customer admin can set authorizations and allocate users to ensure that each user has access to the right set of Knowledge libraries, Snippets, tickets and other resources.



Smart Glasses for "Hands Free" Servicing

What sets Fieldbit Hero apart from other collaboration platforms is that it runs on smart glasses in a true "hands-free" manner.

Fieldbit's unique HeadTeraactive™ UI/UX technology is designed to operate in noisy and harsh industrial environments, while enabling a 360-degree view and access to information. Smart glasses can be paired to a user smartphone or connected to any available WiFi network. Fieldbit Hero supports interaction with the market's leading industrial smart glasses, and the underlying UI/UX can support new types of glasses in a seamless manner.



ODG



RealWear



Vuzix



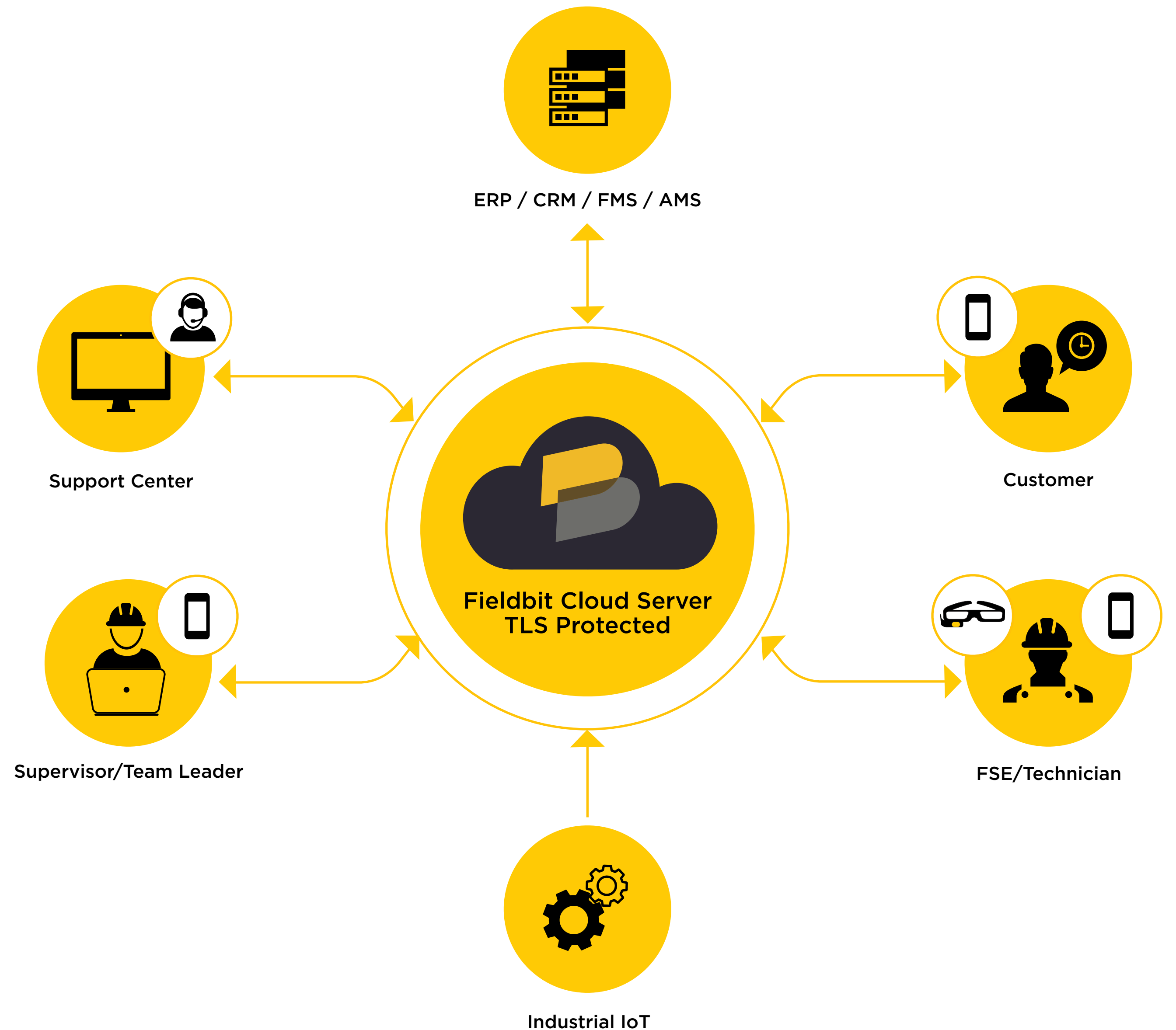
Epson Moverio

System Architecture and Use Cases

Fieldbit's cloud platform is designed to unify communication between experts, field engineers, technicians and end-customers. As such, it enables implementation of diverse remote assistance and support use cases:

- ✓ Improve remote resolution by guiding end customer through troubleshooting
- ✓ Increase first-time fix rates by providing technical assistance to remote technician
- ✓ Shorten on-job training by enabling novice technicians to be guided by experienced peers
- ✓ Facilitate self-sustaining operation by accessing Knowledge libraries
- ✓ Boost quality through remote inspection

Fieldbit is a multi-platform system available through the Fieldbit Web application for desktop experts, as well as Android or iOS apps for mobile devices and smart glasses for field personnel and end customers.



1

**Workshop
Joint Requirements Analysis**

2

Feasibility Testing

3

KPI Evaluation

4

Initial Rollout

5

Scale Up

Field-Proven Implementation Methodology

The deployment of disruptive technologies and digitalization processes in large-scale service organizations requires a careful approach built to engage diverse stakeholders - from field technicians and support engineers to team leaders and senior management. Installing a new software system is not enough - successful field service digitalization requires buy-in across the entire organization.

Fieldbit's tailored implementation services help customers maximize benefits from their technology investment. Our implementation experts assist in identifying use cases and building optimal workflows that ensure smooth adoption within your environment. The combination of Fieldbit best practices and your domain knowledge provides significant value beyond the software installation. In addition, Fieldbit's Customer Success team works together with your project managers and team leaders to assure that all goals and KPIs are achieved.

Flexible License Scheme with Immediate ROI

Fieldbit's SaaS-based solution requires zero upfront investment to set up the system. The Fieldbit solution is offered in two editions: Professional and Enterprise. The Professional edition is designed primarily for customers with a "flat" field service organization structure. The Enterprise edition supports user and sub-organization hierarchies, includes advanced security features and allows end customers to access Knowledge libraries or initiate Hero tickets to collaborate with your experts.

For ad-hoc support, Fieldbit offers Pay-per-Use licenses that enable equipment manufacturers to provide infrequent remote assistance to unregistered users or end-customers via email or SMS invitation.

Description	Professional	Enterprise
Real-time Augmented reality integrated with live video	✓	✓
Support for smart glasses, Android and iOS mobile devices	✓	✓
Web-based design studio with AR editing tools	✓	✓
Ticketing system	✓	✓
Knowledge libraries	✓	✓
Admin dashboard and users management	✓	✓
Sub-organizations, permissions, user groups	✗	✓
Advanced security features (2-steps verification, data links timeout)	✗	✓
Salesforce Link and APIs for integration with back-office systems	✗	✓
Customer logo and branding ⁽¹⁾	✗	✓

Note: (1) offered for installations with over 250 users



Machinery



Medical



Energy



Telco

Serving a Variety of High-End Industrial Markets

Fieldbit's scalable end-to-end solution is highly suited for high-end service organizations with hundreds and even thousands of technicians, experts and end-customers.

Fieldbit serves the following vertical markets:



Equipment vendors

Manufacturers of industrial machinery, medical & life science equipment, and production printers



Industrial and infrastructure customers

Oil & gas companies, renewable energy providers, telcos and utilities

About Fieldbit

Fieldbit was founded in 2014 by a team of entrepreneurs with rich experience in industrial automation, computer science, and technology development and leadership. Our field-proven products merge agile development of innovative technologies with an in-depth understanding of the challenges of managing digital transformation in large field service organizations. Fieldbit's enterprise-grade, end-to-end solution enables industrial organizations to achieve their twin goals of operational efficiency and revenue growth from service and support products. Fieldbit is the market leader in field service digitalization and has been recognized by Gartner, Vinci, GE Digital and other industry leaders for its smart solutions and innovative technologies.

For more information, please visit www.fieldbit.net or email info@fieldbit.net



Gartner
Cool Vendor
2017

