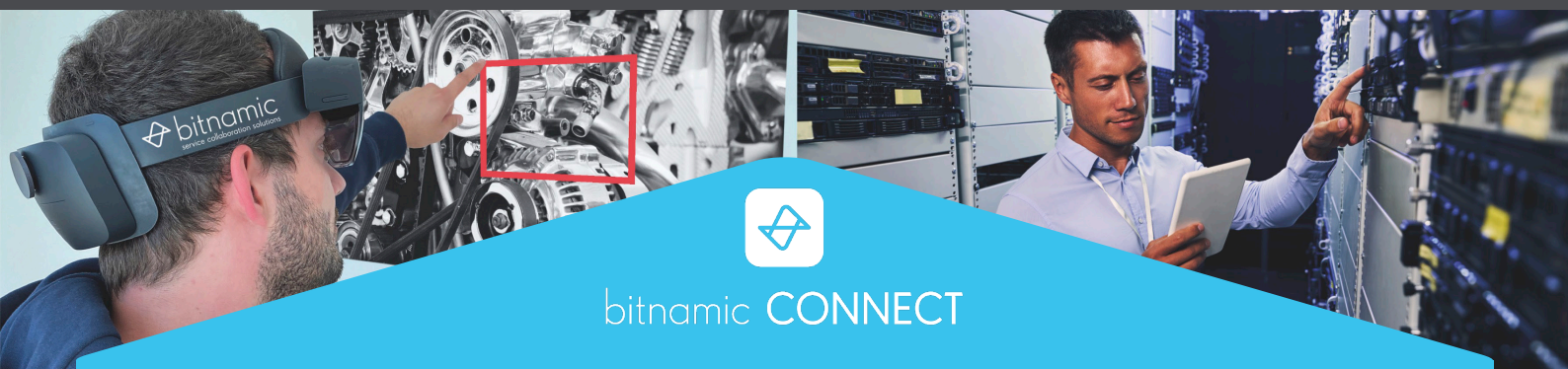




# Your solution for remote service in the industry



## bitnamic **CONNECT**


### REMOTE MAINTENANCE      DOCUMENTATION      ACADEMY

**Remote Maintenance**




Connect technicians on-site with experts worldwide in an interactive videoconference.

**Product Catalog**




Provide bundled knowledge about machines and products for fast retrieval.

**Lessons**




Create lessons and combine them into trainings for autonomous learning.

**Augmented Reality**




Use Remote Maintenance with augmented reality, i.a. on smart glasses.

**Instructions**




Create instructions to support independent troubleshooting on-site.

**Knowledge Check**




Test the knowledge taught in the lessons and monitor the learning progress.

**Instant Messenger**




Connect customers, experts and technicians for fast troubleshooting in one-on-one or group chats.

**3D Visualization**



Provide 3D models to show complex issues.

**(Live) Trainings**



Hold remote trainings live in a moderated videoconference.

### KNOWLEDGE TRANSFER      KNOWLEDGE SUPPLY      KNOWLEDGE BUILDING

Bitnamic stands for innovation through modern technologies. Our goal is to adapt classic service processes to the age of digitization. To achieve this, we offer digital solutions like *bitnamic CONNECT* for your challenges in service and maintenance.

#### Advantages of *bitnamic CONNECT*

- Device independent
- Ready to use in seconds
- Can be used in the browser, no app download necessary
- Easy to use
- Hosted in Germany, GDPR-compliant
- Can be integrated into existing systems

#### Your benefits

- Shorten downtime
- Save travel costs
- Strengthen customer loyalty
- Reduce your carbon footprint
- Provide expertise
- Expand the know-how of your customers and employees

#### References



Make a non-committal demo appointment and test *bitnamic CONNECT* 30 days for free.

#### Bitnamic GmbH

Albert-Einstein-Str. 30  
49076 Osnabrück

Tel: +49 541 3470090-0  
Mail: sales@bitnamic.net

[www.bitnamic.net/en/](http://www.bitnamic.net/en/)

