

INTEGRATED VIRTUAL SUPPORT SYSTEM

FOR CONNECTED OPERATIONS AND MAINTENANCE

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Tech companion
DIGITAL OPERATIONS AND SERVICE HUB

Your platform for transforming operations and maintenance of complex equipment into a centralized, digital service hub.



DIGITAL PLATFORM FOR ASSET MAINTENANCE AND OPERATIONS

Tech Companion is a digital tool that integrates enterprise data to streamline the way complex assets are operated and maintained, forming a digital service-hub for technicians and operators to access relevant data for the task and condition of an asset and facilitate connectivity. The digital service hub is customizable based on your organization's data requirements, enabling flexibility and efficiency in your organization's delivery of service.

A SINGLE-ACCESS POINT FOR ALL ENTERPRISE-DATA RELEVANT TO MAINTENANCE AND OPERATIONS OF PHYSICAL EQUIPMENT.

- **How you want** - PC, Tablet, Mobile, AR, VR
- **Where you want** - remote collaboration across company locations
- **What you want** - full modularity allows for any combination of modules, maximizing ROI
- **When you want** - real time connectivity to enterprise data

A MODULAR APPROACH

Highly intuitive user interface - designed with maximizing user experience in mind.

Tech Companion is modular, enabling organizations to select the modules for their digital service hub and only purchase the modules their business needs.

MODULES

REMOTE SUPPORT: End-to-end encrypted chat, VoIP, and video for remote support between technicians across different device platforms.

- Image capture and document sharing
- Remote support texting
- On screen annotations and markup
- Role management across remote support application
- One time session links for connectivity via browser

DIGITAL WORK CARDS: Transform your maintenance and operational manuals into a digital work card for streamlined operations and maintenance

- Configuration of the digital work cards to meet client task and data-gathering requirements
- Designed /formatted however you intend to use it. (Ex: Your Technicians work orders, Task and Maintenance "to-do list")
- AI-Integrated Automated capture of data relevant to technician, task times etc. to support future predictive maintenance and analysis

INVENTORY MANAGEMENT & SPARE PARTS CATALOG:

- Links to inventory, parts management & parts ordering system
- Remotely check stock, order parts, and receive availability notifications during maintenance procedures

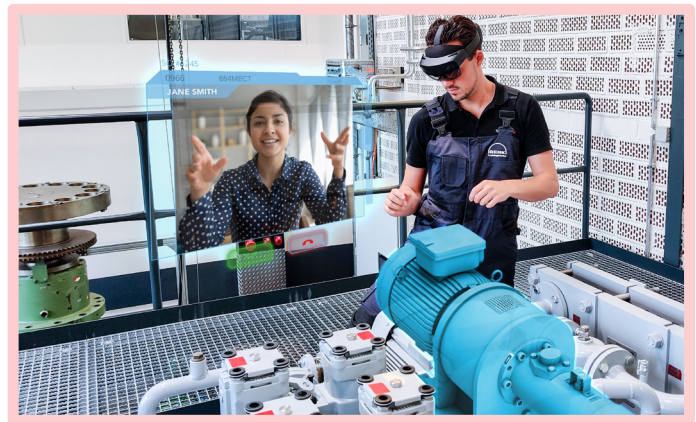
VISUALIZED IOT INTEGRATION / CONDITION MONITORING:

IoT sensors provide remote sensor access and live data-to-machine reporting between your physical asset and your digital twin to enable live condition monitoring, data visualizations and analytics, and remote diagnostics.

- Visualize Live condition monitoring data of actual asset/ equipment on a 3D model
- Visualize parts and sensor data information
- Naming of each part and highlighting of information

IMAGE CATEGORIZATION APP: Capture images as part of existing technician processes, and mark up images to feed data into AI models for future machine learning

- Categorize images based on client parameters and build a library of searchable images gathered in the operations/ maintenance process
- Feed image categorization into AI for future machine learning to recognize parts, status, etc.



ABOUT MODEST TREE

Modest Tree develops immersive training and digital twin solutions to contextualize data, train staff, and inform decision making. We help organizations visualize their physical assets, operations, and processes in immersive applications (VR, AR, desktop, mobile), integrating enterprise datasets, including simulations and real-time sensor data. For the last ten years Modest Tree has been guiding clients in industrial manufacturing, aerospace and defense towards a future supported by digital solutions for their workforce.

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