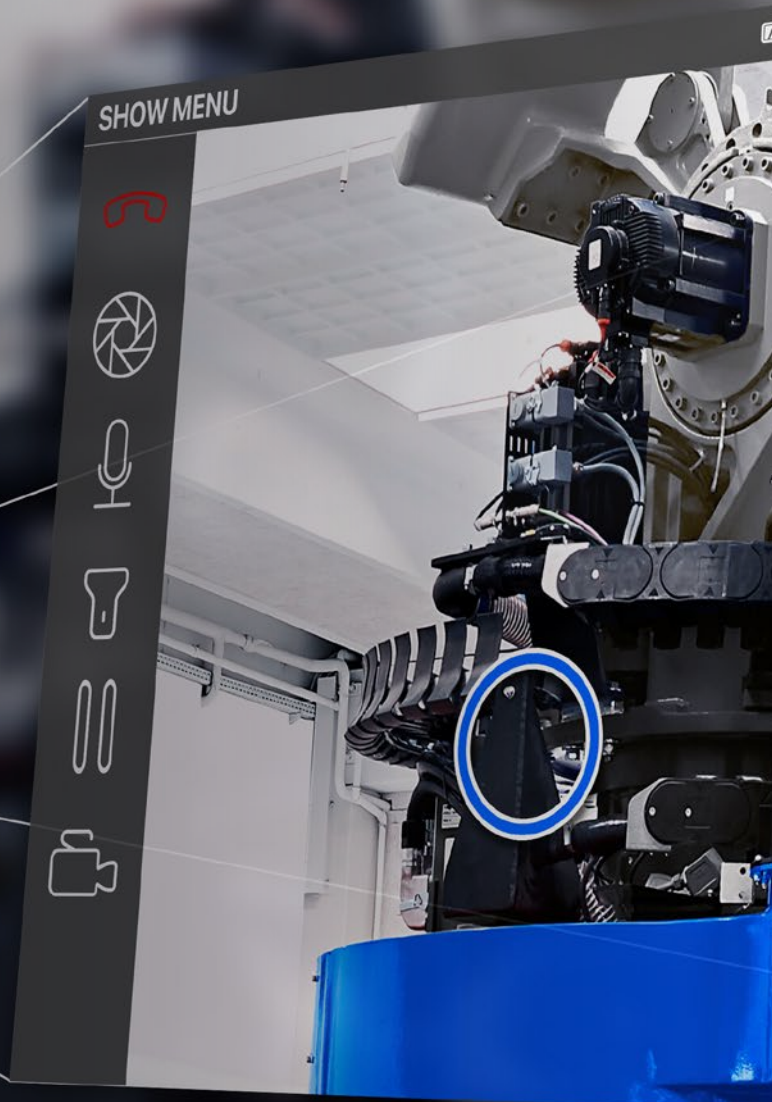


Körber Supply Chain

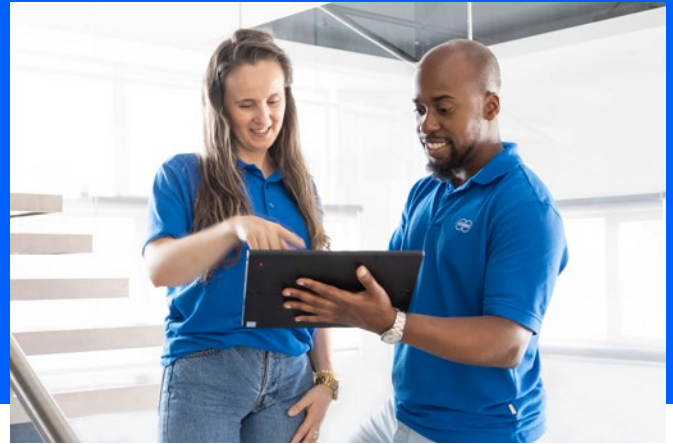
Körber Xpert View

Augmented remote
support in real-time



Whether in the event of an unplanned downtime or maintenance activity, with Körber Xpert View our remote technical support team can have eyes on-site through a bi-directional audio and video connection with AR annotations. You always get the right support: whenever and wherever you need it!

- **Worldwide assistance**
- **Minimized downtime and delays**
- **Improved operational availability**



Less downtime and improved productivity: Körber Xpert View

AR-powered remote support to assist you when and where you need it

In the fast-moving supply chain industry, downtime caused by equipment failure or unscheduled maintenance has a high impact on operations. With the cutting-edge remote service tool **Körber Xpert View**, our support specialists can remotely assist maintenance activities and are able to diagnose and solve incidents in a faster and more sustainable way. With Körber Xpert View you receive AR-powered remote technical support from our service specialists.

Your benefits at a glance

AR-powered remote support

Körber Xpert View improves communication through bi-directional audio and video streaming with AR annotations. This smart technology is based on step-by-step consultation and enhances our remote technical support teams to deliver more efficient remote support services.

Time and cost savings by faster problem-solving

When we have direct visual access to the problem, we are able to provide more efficient and clear troubleshooting, without any misinterpretations that verbal diagnosis can lead to. By solving problems faster, we reduce downtime and minimize production losses. In addition, the application reduces the number of visits of service technicians to site to diagnose the incident.

Device-agnostic tool

Körber Xpert View is a leading industrial augmented-reality service tool, developed to connect experts and technicians worldwide using various mobile devices. Depending on your device preference, you can use Körber Xpert View either through your web browser, smartphone, tablet, or smart glasses.

Decarbonizing service activities

With Körber Xpert View sustainability is at the forefront. By reducing the need for our service technicians to assist you on-site, we reduce the service travel-induced CO2 emissions and lower your Scope 3 CO2 footprint.





Our Services for you

Part of your remote assistance contract

Körber Xpert View is part of your remote support contract, offering you the latest available technologies for first-class remote support. For older contracts, Körber Xpert View is available as an add-on.

Use Körber Xpert View without an App

To support you remotely, via Xpert View, we simply send you an invitation link to your email address and we are ready! You can also download the free Körber Xpert View app on your smartphone, available in the Apple App Store and Google Play Store.

Use your own device

You can receive support on the go by clicking on the Körber Xpert View call invitation link. It is also possible to open the call invitation in the browser of your mobile device, be it a smartphone, laptop, tablet or smart glasses.

With the Körber Xpert View you can:



Use superimposed, augmented markers and move icons on live images



Take screenshots and make annotations during Körber Xpert View calls



Have multi-user calls with up to 20 people simultaneously



Zoom in to take a closer look at mechanical issues



Receive instructions by chat messages during video calls, such as when the noise level on site is too loud, or if language barriers cause communication challenges



With the built-in translation function, our Remote Support team can quickly assist you in over 15 languages

Training and convenience

Körber Xpert View is a user-friendly, hands-on application, that requires little training. If needed, we are happy to provide you with user training upon request.

Internet connection and network coverage at the customer site

You simply connect to your company internal WiFi network and you are ready to go! When our service team is on-site and needs to use Körber Xpert View to connect with your experts, they will require a connection to your company's WiFi network.

Data Security

The software fully complies with the EU General Data Protection Regulation (GDPR) and with industry-standard data security requirements. With Körber Xpert View, you can rely on that all data is handled in accordance with German and European law and is stored on servers in Germany only.

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Any questions?
Get in touch!

