

Virtual ASSIST

More than just remote support

The COVID-19 pandemic has completely transformed the way millions of people around the world work. Bringing unprecedented human and humanitarian challenges, companies need to take care of their customers and employees. With travel restrictions, strict testing protocols and in-person support minimised, Canon turned to technology like merged reality to provide real-time remote assistance in the field when required. Calling it Virtual ASSIST.

With this service tool, Canon now has the ability to serve customers efficiently while keeping the field engineers safe.

What is Virtual ASSIST?

Merged Reality

Remote Support Expert & Field Engineer



Virtual ASSIST enables remote experts to work virtually side-by-side with engineers needing help, anywhere in the world. Whenever the engineers face complex issues, they can now initiate a Virtual ASSIST call and be visually guided by remote support specialists to resolve the problem accurately and efficiently.

When will Virtual ASSIST be used?

Wherever complex troubleshooting is required

How does it work?



1
Engineer needs assistance in the field



2
Initiating Virtual ASSIST call to a Remote Expert



3
Merged Reality greatly enhances the accuracy and efficiency of troubleshooting



4
Problem can be resolved effectively and efficiently, avoiding further delays

The pandemic has had a lasting effect on customer behaviour, shifting their priorities towards health and safety. With travel restrictions adopted by almost every country, it was necessary to look at the opportunities and challenges to minimize unnecessary contact in field service. Thanks to the greater use of technology, implementing AR-enabled remote assistance offers a unique way to support engineers and customers when required..

The Advantages of Virtual ASSIST



First time fix



Avoid unnecessary follow-up



Reduced travel, Reduced CO2

As a forward-thinking organization, Canon has increasingly harnessed the power of AI to transform operations by improving our internal processes as well as relationships with our customers. Virtual ASSIST accelerates our journey towards building a resilient enterprise in the post-pandemic world.

Canon
Delighting You Always

1 Fusionopolis Place, #14-10, Galaxis, Singapore 138522
65-6799 8888
<https://asia.canon>

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