

## ViewLink: Audio & Visual Collaboration for Solving Mission-Critical Problems

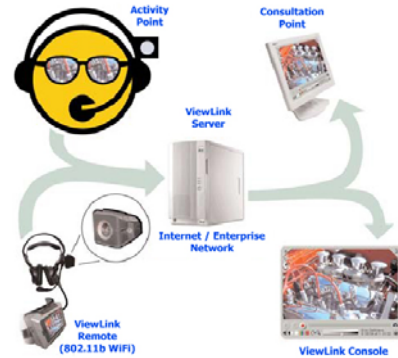
Saving money on business travel has always been the promise of video conferencing and desktop collaboration technology. While reducing travel expense for white collar executives is a benefit, eliminating the time wasted waiting for an expert to arrive on the scene of a mission critical problem has real impact on the top line performance criteria you care about most: production efficiency and revenue.

Consider your most significant mission critical asset: how much is production time worth? How critical is it to your business when the production system is down? How many minutes or hours are wasted getting the right person on the scene to diagnose the problem and start working on a solution?

What about healthcare environments, emergency response applications or public security scenarios where potential life saving decisions may be required?

Wouldn't it be nice to take that video conferencing gear out of the boardroom and drag it out to the manufacturing plant floor, the remote medical clinic or some other problem scene?

ViewLink is a visual workforce collaboration system designed for solving mission-critical problems. ViewLink gives an expert sitting at a desk the ability to see what is going on in the field so he can effectively consult with the person on the scene to diagnose and start solving problems in the shortest amount of time at the lowest possible cost.



### Applications for Working at the *Speed of Sight*

ViewLink can deliver benefits to companies in a wide variety of industries. Seven common ViewLink applications are briefly described below.

Note that the only requirements to support ViewLink are an 802.11b Wireless LAN (WLAN) and broadband Internet access at the remote activity point. If no WLAN is immediately available, a Sagaxis Access Point can be quickly integrated into any existing Ethernet LAN to provide a communication gateway for the ViewLink Remote.

One common characteristic shared by most ViewLink applications is that when field problems occur, they are usually critical to the organization and create a potentially significant financial (or human) impact. Therefore, the cost of the ViewLink system is generally relatively minor compared to the overall impact and benefit it will provide.

#### **Automotive Dealership**

Auto mechanics are required to diagnose, service and repair increasingly complex and sophisticated engines. When a difficult or unknown problem is encountered, the dealership needs to address several negative and potentially expensive issues: an unhappy customer, a delay in returning the vehicle, the need for an expert from another location to travel to the dealership and loss of productivity (or revenue) while the mechanic spends extra time on the problem. ViewLink solves the problem by enabling the mechanic to consult with technical experts at a regional, national or foreign office.



#### **Manufacturing Plants**

The manufacturing equipment used on an automated production line is expensive and sophisticated. A manufacturing plant needs to keep its production line running smoothly to maximize its productivity (and profits). Since technical experts with the skills to accurately diagnose or repair production line problems are rarely at the production facility, even minor equipment problems can cause significant production downtime. ViewLink solves the problem by enabling staff at the production facility to collaborate with remote technical experts to diagnose problems and determine appropriate actions.



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### ***Distribution Outlets***

Companies that produce and distribute large quantities of items (eg. CDs or DVDs for the music or software industries, videos for the film or rental industry) use sophisticated automation systems to package products and fulfill orders. As these companies often run extended business hours (ie. through the night or around the clock), system problems can limit (or eliminate) the company's ability to fill orders and operate its business. ViewLink solves this problem by enabling staff at the distribution facility to collaborate with remote technical experts to diagnose problems and determine appropriate actions.

*Note that this application applies to any large packaging or bottling facility.*

### ***Manufacturers of Production Equipment***

Companies that supply (multi-million dollar) production, distribution and packaging systems have an obligation to provide service during the warranty period and an opportunity to sell high-margin service contracts after the warranty period expires. By including a ViewLink Remote with each production system, the supplier can simplify its service requirements by facilitating better remote diagnostic capabilities and minimizing its travel expenses. By including ViewLink in its production system, the supplier is also able to sell a value added service benefit to its customer.



### ***Health Care***

General practitioners at remote clinics are faced with the need to treat patients who present a very broad variety of symptoms and medical issues. These clinic doctors are often unable to recommend effective treatments or follow up procedures, which result in frequent referrals to other doctors and, ultimately, delays in treatment, higher travel costs and higher public healthcare costs. By utilizing ViewLink, doctors and nurses at the clinics are able to consult with specialists at major hospitals or medical centers to provide more accurate initial diagnoses and more effective healthcare recommendations.



### ***Flight Line Maintenance (private and public sector)***

Keeping planes operational and flying safely is critical to the financial viability of commercial airline operators and air cargo companies and the security of national defense departments. Since airplanes are mobile assets that are often grounded far from personnel with the technical expertise required to troubleshoot, diagnose and repair highly sophisticated engines, minor problems can cause significant downtime. ViewLink enables less skilled airport mechanics to consult with technical experts around the world to diagnose problems and determine appropriate actions.



### ***Oil, Gas & Power Companies***

Companies involved in the development of natural resources typically operate drilling rigs or power generating stations with sophisticated equipment in remote locations (eg. offshore platforms, deserts and extreme northern climates). Since the cost of operating these systems is very high and the locations are usually remote, equipment problems can result in significant downtime and major costs. As the sites are often located far from traditional communication facilities, they typically use satellite access for communications and therefore have bandwidth available. ViewLink enables operators at these sites to consult with remote technical experts to diagnose problems and determine appropriate action.



### ***A Final Note***

In many of the above examples, the use of ViewLink may not enable the user at the remote site to immediately solve the problem, however, ViewLink provides the significant benefit of facilitating the ability to diagnose the problem and determine the most expeditious solution. An overwhelming percentage of calls for technical assistance require two trips to solve the problem: one to provide accurate diagnosis and one to resolve the problem. When the asset needing repair is an expensive, sophisticated system that is critical to the owner's business, this delay can have a phenomenal associated expense. When the cost of the ViewLink solution is compared to the potential cost savings it provides, the decision to deploy ViewLink should be a simple one.

Please contact [sales@sagaxis.com](mailto:sales@sagaxis.com) to find out how we can help get your business operating at the *Speed of Sight*.

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