

## New Service Product Development









## Value Proposition

- VTECH is a responsive, real-time visual interactive service from Provisur that maximizes machine uptime.
- Combined with a hands-free headset and software, WIFI connection, and a Provisur technician, VTECH is Provisur's virtual technician service that efficiently guides plant maintenance personnel through the complex troubleshooting process. This unique service delivers immediate results that improve uptime, reduces service expense, and supports less experienced technicians with little equipment training.

## Advantages

- Improve uptime, efficiency, and machine performance by....
  - Visually and audibly supporting staff while on the plant floor at the machine
- Reduce parts usage by....
  - Only replacing faulty parts with improved troubleshooting
- Prevent service trips by....
  - Solving the problem remotely with better tools
- Improve technical skills and knowledge by....
  - Remote mentoring of maintenance staff
- Perform machine inspections by.....
  - Remote image capture identifying worn components or improper set up
- Immediately available for all models

