



Invisible Testing. Visible Innovation.

NDT 22
SHM • MPIG
NONDESTRUCTIVE
TESTING FORUM

Remote Assistance

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AIRBUS

100% AFFILIATE
SINCE 1991



FRANCE

GERMANY

SPAIN

UNITED KINGDOM

MÉXICO
CANADA
SINGAPORE
MIDDLE EAST

We Make Flying Safe



Remote Assistance - A Brief History



2020

Testia rebrand
from OMA to
Remote Assistance

Remote Assistance - Concept

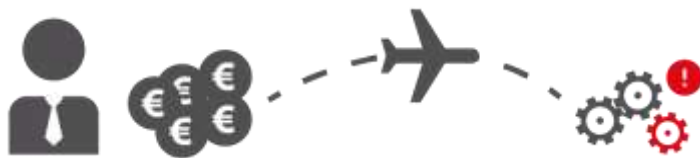
Context & Challenges

- ▶ The need for an expert opinion on site can hinder the manufacturing or repair schedule
- ▶ To get an expert opinion can often require phone calls, emails & photos.
- ▶ All too often errors or poor camera angles can result in additional work to provide the correct information.
- ▶ Traditional video calls lack recording features

Solutions & Benefits

- ▶ Create a system that can work on all platforms
- ▶ Accessible 100% of the time
- ▶ No additional equipment required*
- ▶ User friendly that is ergonomically designed
- ▶ Reliable communications under all conditions

*on Web enabled devices



Remote Assistance - Basic Working Principles



On location

- ▶ Manufacturing, Remote or Mobile works
- ▶ Often second opinion is not in the same location
- ▶ Causing delays in seeking second opinion

Remote Expert

- ▶ Second opinion available instantly
- ▶ Seven levels of communication
- ▶ Encrypted & Secure
- ▶ Recording feature for future review

Versatility

7 levels of communication

Two-way
audio

Live
video

Chat
function

Screen
sharing

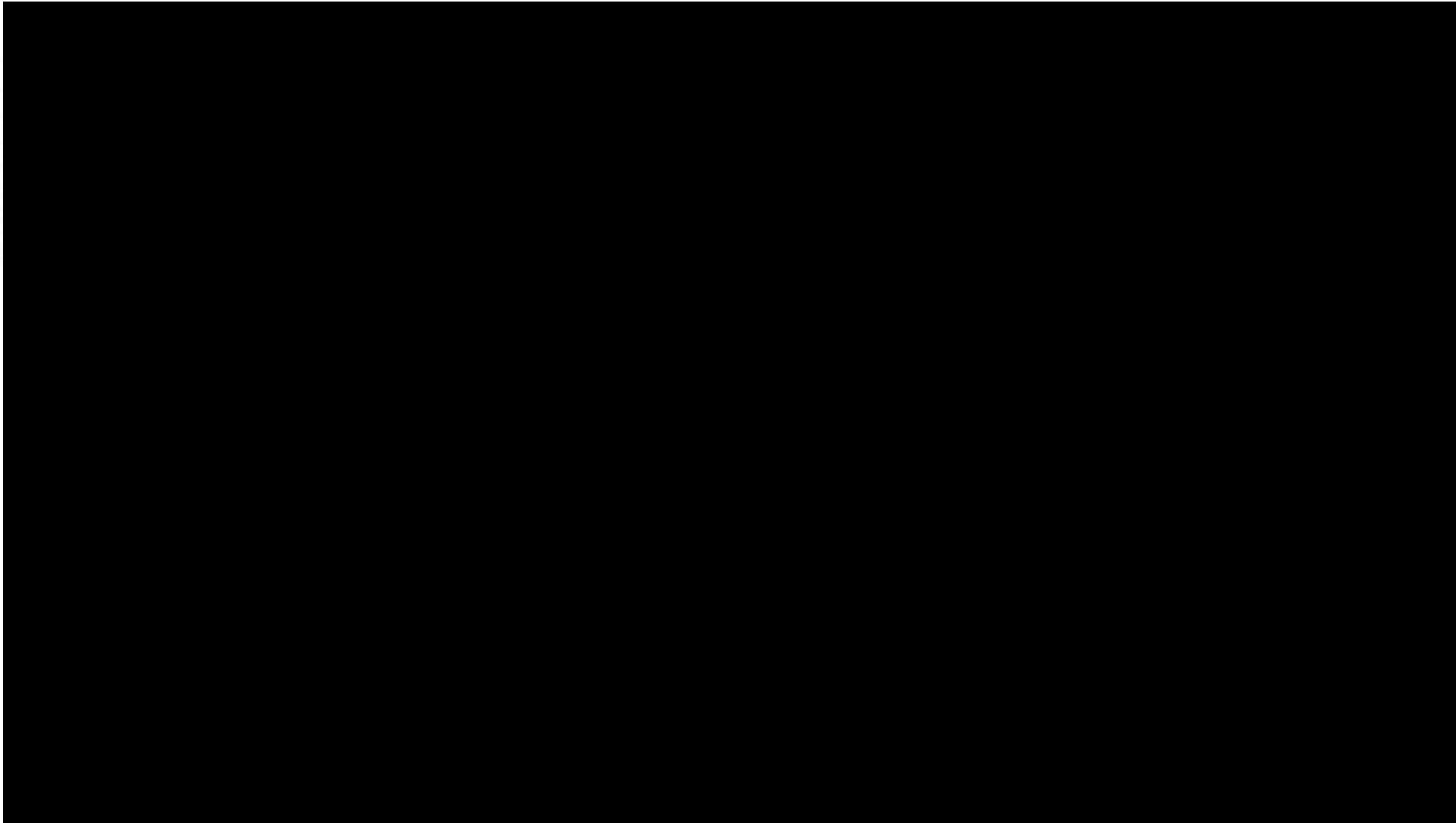
Video and
Audio
recording

Laser
Pointer

White-
board



Basic Working Principles



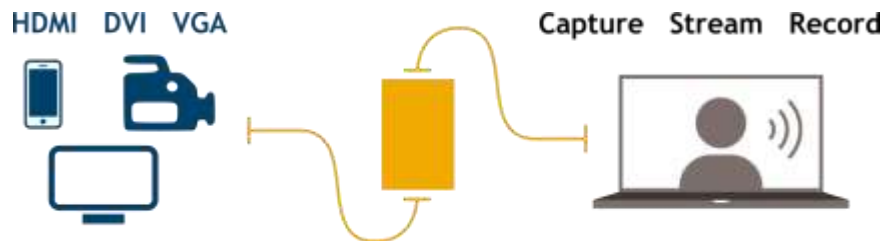
Hands Free Options & Solutions

- ▶ Compatible with Smart Glass technology
- ▶ Voice activated & voice Controlled
- ▶ Hands Free to enable complex tasks
- ▶ Remote assistance supports Augmented Reality
- ▶ Compatible with Video grabber for non-web enabled devices eg Videoscopes & NDT Equipment

Hololens & Smart Glasses



Video Grabber



Industry Acceptance

FAA

- ▶ Policy to allow the use of Remote technology
- ▶ Witnessing Inspections & Tests
- ▶ PS-AIR-21-1901
- ▶ Released 31/03/2020

EASA

- ▶ Memorandum issued in 2020, updated Nov 2021
- ▶ Use of Real time remote technologies for witnessing of inspections and Tests
- ▶ Use of a system that aims to replace the physical presence



Remote Assistance Is Tailored for Industry

Summary

- ▶ Multiple accounts can be linked for easier recall in the contacts list.
- ▶ Desktop app is not needed for viewing and audio connection.
- ▶ Each call generates a secured link which the operator can invite additional callers.
- ▶ No limitation on users within a conference
- ▶ Call-History: All call details are stored in a call-history so that you have all data in one place for you documentation
- ▶ Recording of calls
- ▶ Screen sharing of single application or screens

Bespoke Design

- ▶ Bespoke App design in partnership with customers application
- ▶ Use customers server for added security
- ▶ Customizable corporate identity

Future Developments

- ▶ Synchronized Viewer for 3D-Data including Whiteboard for annotation on CAD models
- ▶ Remote control**
- ▶ Multiple screen sharing**
- ▶ Industrial Chat: integrated chat feature (Whatsapp like)

**Under development although no release date yet

Conclusion



Reduction of
downtime

Reduction of
travel costs



Available anytime
& anywhere

Remote assistance is not
just for Aerospace



WE...



TESTIA

AN AIRBUS COMPANY

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... THANK YOU