

Invisible Testing. Visible Innovation.



# **Remote Assistance**

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## **Remote Assistance - A Brief History**

# Remote Assistance ;

## 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





# **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 nonweb 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

O U.S. Department of Transportation Federal Aviation Administration

#### Policy Statement

Subject: Use of Remote Technology During the Performance of Inspections and Tests

Date: 3/31/20 Policy No: PS-AIR-21-1901 Initiated By: AIR-6C0

#### Summary

The FAA has determined that the performance of certain inspections and tests using remote technology can be more cost efficitive, improve certification timeliness, and reduce FAA resource bardens. This posicy provides information on the use of remote technology to perform prototype conformity inspections, engineering and ground tests, engineering compliance inspections, production conformity inspections, and inspections for the issuance of an Authorized Release Certificate, FAA Form 8130-3, Ainworthiness Approval Tag.

#### 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



EASA EM-21 A-B-001 linue 2

#### **Certification Memorandum**

Real-time remote participation for witnessing of tests and inspections

LASA CM No - Dif-21. A 8-002 have 2 dated 11 hovember 2021

Regulatory requirement(s): 21.4.37, 21.4.286, 21.4.345, 21.4.257, 21.4.415 and 21.8.100 of Annex i to Regulation (20) 748/2012

In accordance with the EXSA Certification Memorandum procedural gardetine, the European Union Availant Safety Agency proposes to issue an 6654 Certification Memorandum (CM) on the usinger identified above. All intervened persons may send their community, whenceing the EASA Proposed CM Number adove, to the e-mail address specified in the "Remarks" paragraph, prior to the indicated closing date for consultation.

ESSE Contribution Memoranda clarify the European Union Anatons Safety Agency's general costse of active on specific confluction litero. They are intended to provide galetance for a particular subject and, as nonlikeding statistical, may provide complementary information and galetance for compliance demonstration with current standards. Certification Memoranda are provided for information approach only and must not be informative a formally adopted Acceptible Mean of Centraliance (AMC) or as Outlance Metaleti (AML). Certification resultmenta are not intended to introduce new certification resultments or to modify existing conflicted and an out-intended to introduce new certification resultments or to modify existing certification requirements and due out constructure any regio adaption.



# **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







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# ... Thank You