Mobile Video Collaboration System Securely Connects Field Staff and Experts

Time is money. And it’s never been truer for companies with operations spread across the globe. Equipment downtime, lost production, delays in product reviews and high travel costs to troubleshoot problems can kill the bottom line. If the best engineer is located in New York and the assembly line is in the Far East or the oil rig is off the coast of Mexico, costs mount quickly when decisions are delayed. Typically, the expert (or a whole team of experts) would board a plane to go and try to solve the problem, causing further delays and incurring expensive travel costs. With mobile collaboration, no one leaves their desk, let alone the country.

Librestream has created a category-defining mobile collaboration system called Onsight. Companies can now take video collaboration beyond traditional boardroom applications onto the plant floor, to a supplier location, or into the field where the problems are occurring. The Onsight system fully connects internal experts to remote locations in real time with multiple layers of security to keep the content safe. Using Onsight, an internal expert can receive live video and audio, and share feedback with field staff, external suppliers or customers to assess operations and resolve issues immediately.

Quite simply, Librestream’s Onsight system brings the problem to the expert, rather than the other way around. The system visually connects a person at the site of the problem to the right person at the right time to get the right answer.
The Onsight system is comprised of three main components:
• Librestream’s wireless devices including Onsight 1000, Onsight 2000 and Onsight 2000EX models;
• Onsight Expert, the desktop collaboration software that runs on the computer of a subject matter expert; and
• Onsight Management Suite software that provides system administrators with centralized management tools for their Onsight system.
Plant workers use the mobile device to share video, voice, telestration (i.e., onscreen drawing) and images with the experts who interact live through the collaboration PC software. Remote experts can also share images or pre-recorded videos to play on the touch screen panel of the device. By sharing this visual content, the experts can provide plant floor personnel or field technicians with visual instructions. The system can be used virtually anywhere as it connects with wireless, satellite and cellular networks.

The handheld Onsight mobile device comes in three models, including the Onsight 2000EX that has Zone 2 hazardous location approval. This approval means the device can be used in potentially hazardous locations such as oil and gas, chemical processing plants, aircraft hangars and gas pipelines.

The wireless handheld video cameras are completely portable and hardened for

durability. All communication and data is encrypted to provide tight security. For clarity, the camera provides close up images with 1 cm macro zoom and a 10X optical zoom. Onsight can even attach external devices like a microscope or borescope to send additional visuals to the far end expert.

To enable excellent communications, the real time, high quality video streaming and two-way VOIP audio is enhanced through the use of a built-in speakerphone and microphone in addition to headsets. All participants in the discussion can also perform two-way onscreen drawing. For record keeping, the system provides bi-directional video recording and still image capture.

The Onsight Expert software allows the experts to communicate freely with the field staff from their desktop. The experts can remotely control all the camera functions, including illumination, zoom and focus controls to ensure clear visuals. Experts can also quickly bring in additional participants for a ‘one to many’ live collaboration session.

The Onsight Management Suite simplifies the administration of the Onsight system by providing a secure method to configure, update and report on the usage of the Onsight devices and Onsight Expert software. For large scale deployments, this capability is essential.

The Onsight system is proven technology that is now used in six continents in manufacturing applications including automotive, industrial equipment, consumer packaged goods and aerospace as well as the oil and gas industry and the field of health care.

For more information, visit www.librestream.com [1].

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