



FETTE
COMPACTING
be efficient



LiveGuide

Shortcut to Expert Support

 **SDi**



The LiveGuide application enables a secure live chat, exchange of documents and video conferencing, in real time with a Fette Compacting technical expert. Users can also communicate directly with each other and, if necessary, involve other experts. In this way, the tool can be used for any equipment in production. Operators use the app on a mobile device such as tablet, mobile phone or smart glasses and can implement the instructions directly at the machine. Augmented reality increases the precision of troubleshooting via visual pointing tools such as the „finger pointer“. LiveGuide stores all solution instructions in a customer archive so that users can access them again and again.

Your advantages

- + Higher right-first-time error solving
- + Reduce time for trouble shooting
- + Reduce unplanned travels by Fette Compacting technician to your site
- + Increase your machine uptime
- + No interruption in your production
- + No connection to machine or production network

Specifications

- On any mobile device:
- + Tablet and mobile phone
 - + iOS and Android
 - + Smart glasses (Realwear HMT1 & Realwear HMT1z1, Epson Moverio BT 300)
- Connection:
- + WiFi or LTE internet connection
 - + No access to production network required



EFFICIENCY GUIDE

TECHNOLOGY stands for everything we offer in production technology – from tablet presses and capsule filling machines through process equipment to tableting tools and format parts.

SERVICE covers all the services related to machines, process equipment and installations such as spare parts supply, plant modernization and technical field service department.

COMPETENCE is the overarching idea behind all our process-related services. This includes training, product trials, application and Performance Consulting as well as engineering.

LEARN

knowledge
that works

Knowing what works. New employees can be qualified faster than ever using an interactive web-based learning platform. Virtual training provides support in improving individual learning results.

CONTROL

from data
to performance

Data-driven performance. These tools enable users to monitor their plants' production data – independent of location and in real time. The faster they can react to deviations, the better it is for overall performance.

GUIDE

your production
without interruption

The end of downtimes. Using the SmartGuide, operators can remedy frequent errors at the instruction of technical experts. On request, a LiveGuide tool offers personal live chats and video conferences with experts.



Guest Licence (for free)

Troubleshooting with an expert from Fette Compacting for the duration of the case



Standard Licence (6 lic. per site)

Collaboration with or without an expert from Fette Compacting



Premium Licence (12 lic. per site)

Collaboration with or without an expert from Fette Compacting and with 3rd party guests

| | Guest | Standard | Premium |
|--|--|----------|-------------|
| Initiate case | SMS-link invitation by Fette Compacting Expert | ✓ | ✓ |
| Invite colleagues with a licence to a case | | ✓ | ✓ |
| Invite any third party as guest to a case | | | ✓ (max. 10) |
| Solve cases with an expert from Fette Compacting | ✓ | ✓ | ✓ |
| Licence for the duration of a case | ✓ | | |
| Additional individual licences | | ✓ | ✓ |
| Digital archive for the cases | | ✓ | ✓ |
| Translation support in-App with Deep-L | ✓ | ✓ | ✓ |
| Smart glass usage | ✓ | ✓ | ✓ |
| Free minutes per case | 30 min | 45 min | 60 min |



Let's get started!

Only 3 steps from here to your LiveGuide

- 1. Select your desired licence**
and send us your name via your company e-mail address to LiveGuide-service@fette-compacting.com and receive a non-binding offer.
- 2. Download the app „OSDi“**
from the App Store or Google Play Store.
- 3. Login to LiveGuide**
by creating your personal user account. When your personal account is approved, you will receive an invitation e-mail to activate your account.

Globally accessible
Availability of expert support:
7 am - 5 pm CEST, working days
www.liveguide.osdi-solutions.com

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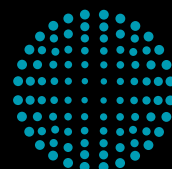
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