



Wipro iX Solutions Connect

Redefining the way work gets done

According to a recent survey, 90% of field service organizations indicated that real-time communication is either mission critical or very important to their field workers being able to do their jobs effectively.

Connect transforms how field teams and subject-matter-experts collaborate to get work done. With the ability for field teams to connect and collaborate with a connect via video, audio, messaging, and annotation in real-time, connect experts can see what the field teams see to troubleshoot problems together, faster.

The power of mobile and augmented reality connects field teams to experts around the world—real-time—for faster diagnosis without the need for travel.

- **Troubleshoot real time.** Field teams can share their real-time view with experts in remote locations to get the help they need, when they need it.
- **Communicate instructions visually.** Use arrows, icons, and drawings augmented over real objects rather than audio-based instructions.
- **Scale expert knowledge.** Enable experts from anywhere in the world to effectively share their knowledge.
- **Walk the site without being onsite.** Perform remote inspections—combine video, screenshots, and annotations for more seamless workflows on the devices you already use.
- **Increase asset uptime while reducing service costs.** Travel less and increase time spent resolving field issues and improve first-time fix rates.



Access to **the expert** you need, when you need them.

Features

- One-to-one video calls
- Communication history
- Augmented reality annotations
- Expert directory and availability
- Send messages through text chat
- Support for calls in low bandwidth scenarios

Requirements

- iOS 13.0 or higher (iPhone 8, 9, X, 11)
- iPadOS 13.0 or higher (iPad Air 2, iPad Pro)
- Android 7.0 or higher (Minimum 4GB RAM)
- 2 Mbps network connectivity bandwidth

FOR MORE INFORMATION:

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 wipro.com/innovation/ix

About Wipro

Wipro Limited (NYSE: WIT, BSE: 507685, NSE: WIPRO) is a leading global information technology, consulting and business process services company. We harness the power of cognitive computing, hyper-automation, robotics, cloud, analytics and emerging technologies to help our clients adapt to the digital world and make them successful. A company recognized globally for its comprehensive portfolio of services, strong commitment to sustainability and good corporate citizenship, we have over 180,000 dedicated employees serving clients across six continents. Together, we discover ideas and connect the dots to build a better and a bold new future.

