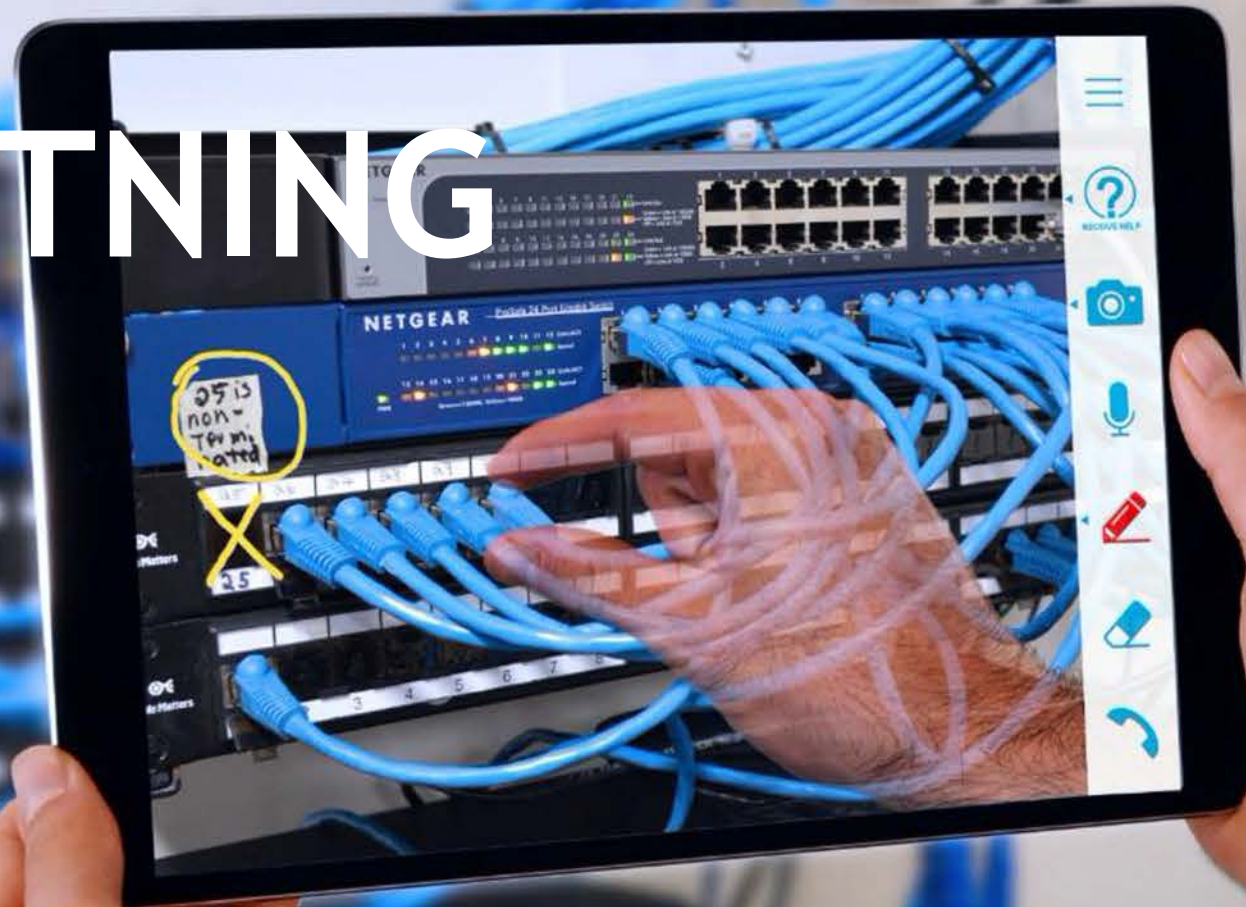


# HELPLIGHTNING

## Introduction



**HELPL**lightning®

Changing the way the world gives and receives help  
with patented virtual interactive presence

# Virtual Hands-On Assistance



Reimagining how we give and receive help...

*Being able to visually interact with technicians from anywhere in the world helps service experts resolve problems as though they were working side-by-side with a colleague or a customer.*

*Tap into expert knowledge from anywhere in the world on any device.*



Remote Expert



Customer,  
Technician, Supplier,  
Contractor, Dealer



# Virtual Hands-On Assistance

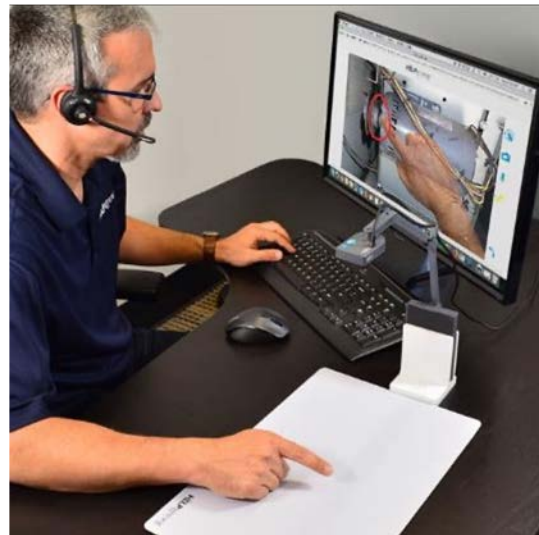
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A light blue rectangular box containing the text "Tap into expert knowledge from anywhere in the world on any device." Below the text are four icons: the Apple logo, the Android robot, a desktop computer monitor, and a pair of AR glasses.

Remote Expert

## Receive help by pointing at the issue for troubleshooting



### Support via Zebra Tablet / TC (without HUD)

- Any Zebra mobile devices and Tablets



### Support via Touch Computer + HD4000

- **ET51, ET56, TC21, TC26, TC52, TC57, TC72, TC77, and HD4000**
- Android 9 or 10

March 2021



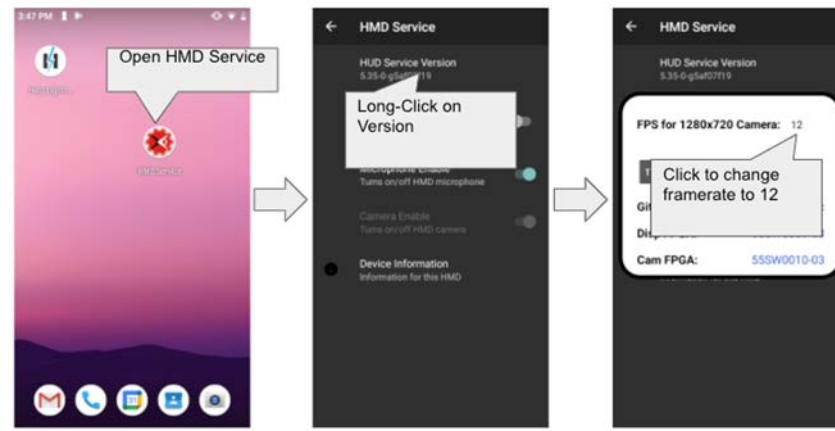
*Dean Jackson*  
Dean A. Jackson  
Sr. Global Sales Solutions Manager

## HD4000 Setup

0. (optional) download a QR scanner on the TC device - this will save some time

1. Download and install this file on the TC (open using Package Installer) device: [https://drive.google.com/file/d/1I06\\_dW8wt6oslkXDFte1LfP0IFpDhj-2/view?usp=sharing](https://drive.google.com/file/d/1I06_dW8wt6oslkXDFte1LfP0IFpDhj-2/view?usp=sharing)

QR version:



2. Open the Updater app from step 1 and connect the HD4000; once the device is connected, click "Flash SDK 2.3.1 (5.31)". Once this is done, you can delete the Updater if you like.

3. Download this app - (keep it on the device after install) (open using Package Installer): [https://drive.google.com/file/d/1zLeVaRJSWXV0kQDd-hEvYpDTCBjKh\\_sP/view?usp=sharing](https://drive.google.com/file/d/1zLeVaRJSWXV0kQDd-hEvYpDTCBjKh_sP/view?usp=sharing)

QR version:

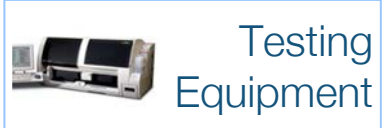


# Customers

Healthcare



Imaging Equipment



Testing Equipment



Instruments & Sensors



Surgery

Industrial Equipment



Factory Machinery



Factory Equipment



Factory Automation



Energy



Utility



Construction

Commercial Equipment



Retail Support



Food Services



HVAC Services



Dealer Support

Information Technology



Office Equipment



Printer Dealers



IT Hardware Services



Home IT Support

Telecom Automotive



Telecom Infrastructure



Telecom Residential



Transport Equipment

Manufacturing



Industrial Equipment



Electronics



Pharma



Medical Devices

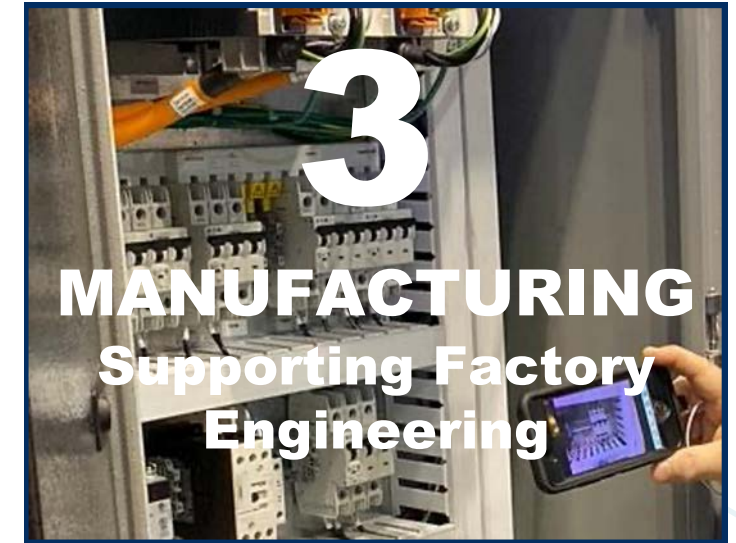


Food Industry

# Use-Cases

										
Supplier Qualification	Factory Acceptance Test	Commission Inspection	Line Optimization	Presales Site Visit	Equipment installation	Field Service Technician Support	Customer Support	Training	Maintenance and Repair	Shutdown maintenance







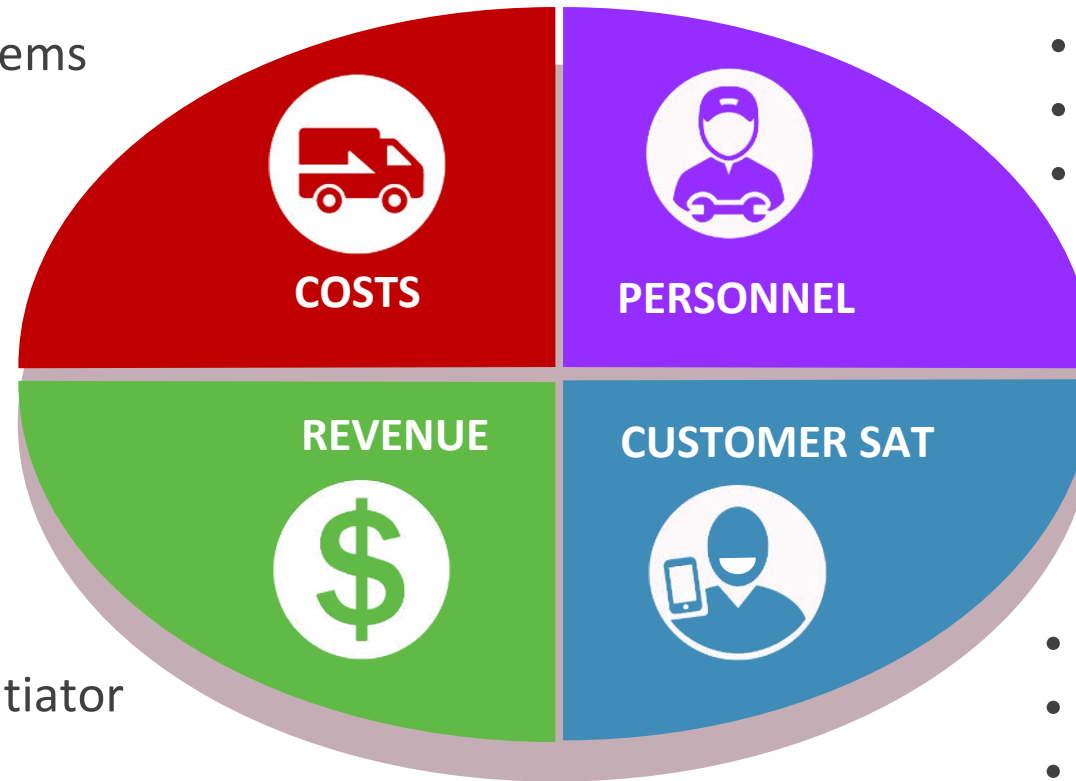
# 1 Field Services Outcome

## Decrease Service Cost

- Reduce time to resolve problems
- Increase first-time-fix-rate
- Reduce truck rolls
- Reduce parts waste

## Increase Revenue

- Service as a Product
- Service as a market differentiator
- Service Monetization



## Solve Personnel Shortage

- Train new hires
- Attract the best
- Keep the most experienced

## Improve CSAT

- Eliminate contact
- Reduce time to resolution
- Improve production time

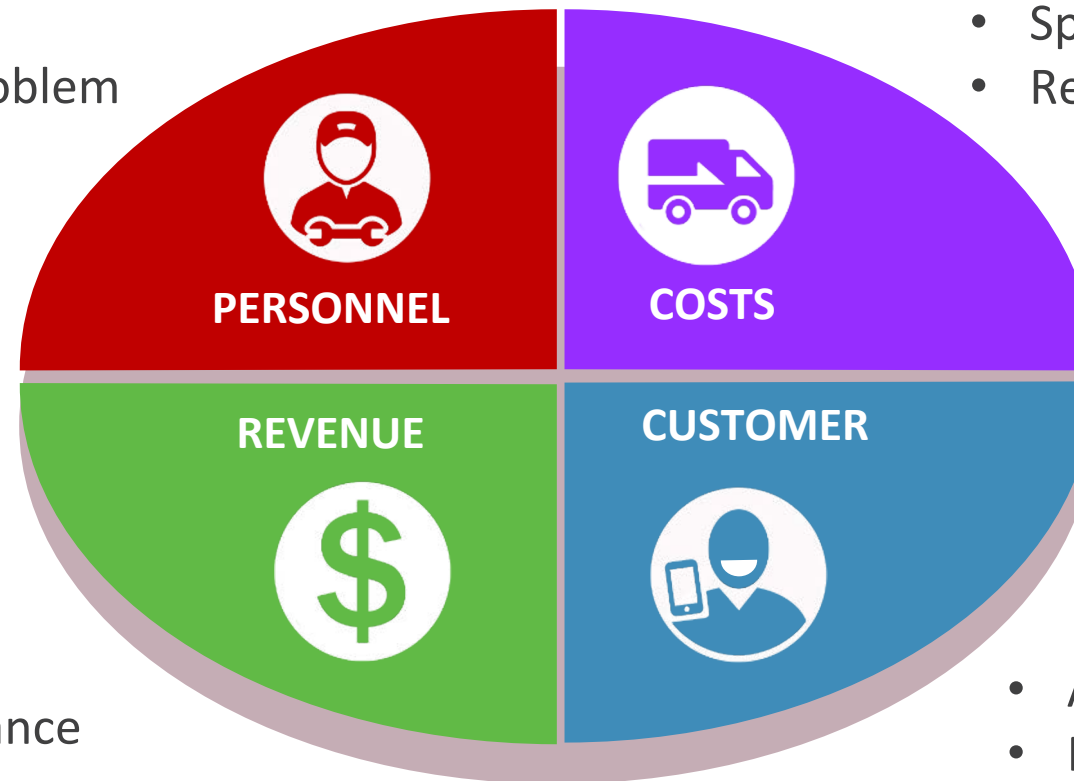
# 2 Call Center Outcome

## Increase Agent Efficiency

- Increase call fix rate
- Reduce time to resolve problem

## Improve Customer Experience

- Speed up problem resolution
- Reduce downtime



## Affect Revenue

- Differentiate service
- Monetize remote assistance

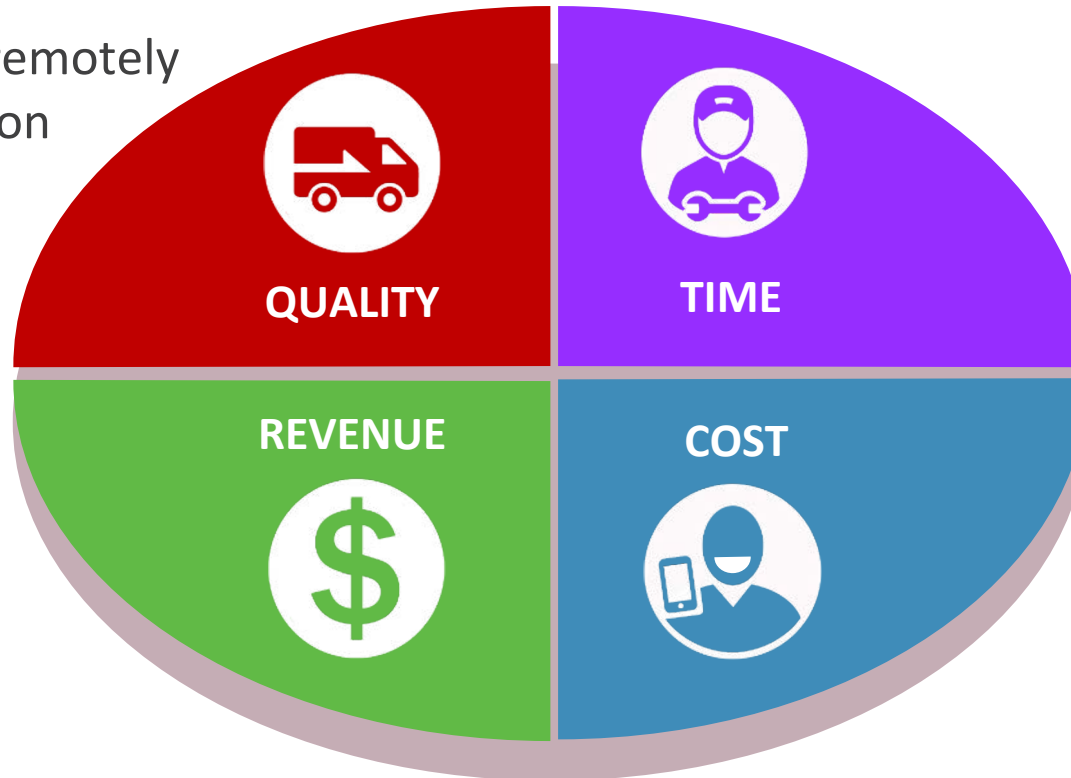
## Reduce cost

- Avoid on-site intervention
- Reduce travel time and cost

# 3 Manufacturing Outcome

## Improve Quality

- Spot manufacturing defect remotely
- Accelerate problem resolution
- Coordinate inspections



## Increase Revenue

- Avoid production delays
- Meet production deadlines
- Speed up time to market

## Improve Efficiency

- Synchronize teams
- Reduce travel time
- Increase productive time

## Decrease Cost

- Eliminate trip to factory
- Increase resources availability
- Reduce rejects and waste



# Help Lightning Benefits



**OVERCOME TRAVEL RESTRICTIONS**

COSTS PERSONNEL  
REVENUE CUSTOMER SAT

FieldCore a GE company OTIS CINGINNATI BRUKER SIEMENS Healthineers BD  
COX COMMUNICATIONS HUSKY MAKINO BIOMÉRIEUX Boston Scientific  
bouygues TELECOM ALFA LAVAL GOJO OXFORD INSTRUMENTS  
Panasonic Johnson Controls Munters Your Perfect Climate GOSIGER SERIOUS SOLUTIONS OMRON Roche  
FERGUSON smart care EQUIPMENT SOLUTIONS Electrolux Pfizer ResMed  
Diversey UNISYS Canon Nestlé Miltenyi Biotec Baxter AMETEK  
pitney bowes PREMIER TECH RICOH BUNN L&T Hydrocarbon Engineering VINÇOTTE FRONTMATEC HOLOGIC

- Process
  - Avalon Rep: Identify Opportunity
    - Need for remote assistance or smart glasses
    - Identification of requirements
    - Interest in a demonstration
    - Registration of opportunity
  - Help Lightning :
    - Organize an intro call with prospect / demonstration
    - Manage Evaluation
    - Prepare commercial proposal
    - Close Deal in Help Lightning paper
    - Train and support users
  - Avalon Referral: 10%



## Revenue Sources

- Help Lightning App
- HD4000 HUD and mobile devices
  - Not all users needs smart glasses or mobile devices.
- Additional services
  - Red-carpet support beyond the subscription cost. Target a professional fee or a per unit per device subscription fee.
  - Consulting services to support workflow.
- Additional Software

## Example

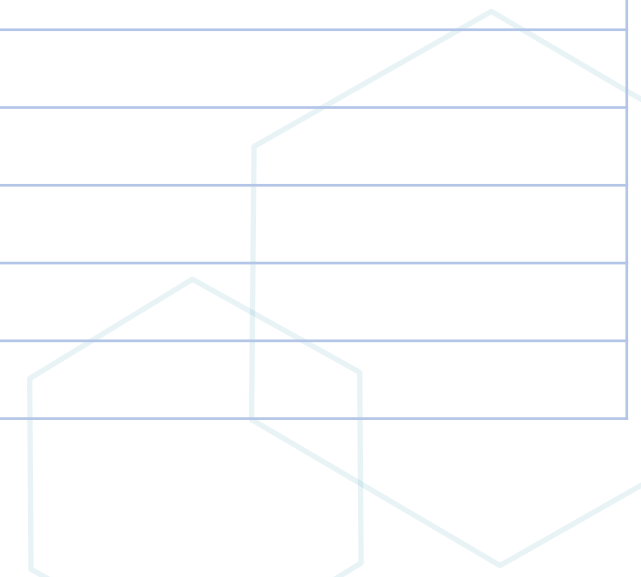
R	Assumptions	Base	USD
1	Subscriptions per deal	60	
2	Avg Price of Subscription	588	
3	Deal value	35,280	35,280
4	Additional Hardware (% of Sub)	454%	160,000
5	Additional Services (% of Hard)	10%	16,000
7	Total		211,280





# Registration

<b>R</b>	<b>Opportunity</b>	<b>Information</b>
1	Company	
2	Business/ Division	
3	Location	
4	Use Cases	
5	Immediate users	
6	Future users	
7	Demo Date	
8	Expected closing date	
9	Customer Leader	
10	Partner	
11	IT Landscape and potential integration	
12	Company & Project Description + comments	



**FIELD SERVICE**  
Technician speedup diagnostic and first-time-fix rate with assistance from Expert and Peer



**MANUFACTURING**  
RD Engineers engaging suppliers and contractors for acceptance test and troubleshooting



**TRAINING**  
Speed up education of technicians, customers, dealers, contractors, engineers, operators



**CUSTOMER SUPPORT**  
Technician reduce downtime for customer and dealer who are not licensed users



**SALES TEAM**  
Sales engineers conduct demo and site survey to increase sales success



**EVAL**  
Easy  
Fast  
Effective  
Ready to start



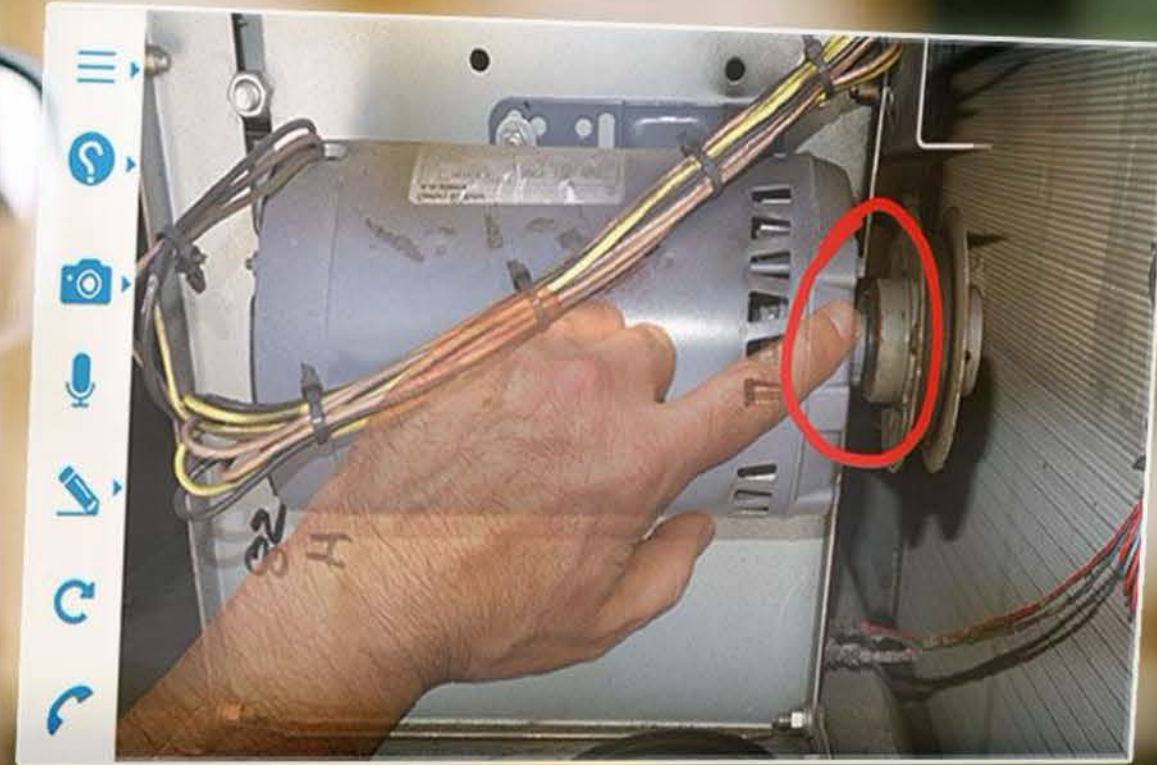
# Virtual Expertise with the convenience of hands-free smart glasses



*Being able to visually interact with technicians from anywhere in the world helps service experts resolve problems as though they were working side-by-side with a colleague or a customer.*

## Zebra HD4000 Enterprise Smart Glasses with Help Lightning's Virtual Expertise software

- Easy user interface to start call directly from a Zebra device
- Eye piece does not block the view like typical monocular devices
- Light-weight and more comfortable for extended use
- Pairs with a Zebra Enterprise mobile computer
- No special configuration required to start the session
- Works with WiFi and cellular connections
- Multiple participants
- Share manuals, schematics and plans



**Reimagining how we give and receive help...**