



Digital tool for video remote support OnCall.Video

OnCall.Video is an audio-visual communication system that enables worldwide access to Voith's expert knowledge via an internet-based video collaboration platform. With this service you can be supported by real-time analyses anytime. Furthermore, this solution also offers many valuable use cases for improving internal communication.

OnCall.Video enables the expert to see in real time exactly what you see at the paper machine, to display relevant information and drawings and thus provide concrete instructions and assistance.

Benefits

- + Fast access to Voith experts
- + Reduced downtimes
- + Increased productivity
- + Reduced traveling costs

Main use cases

Assembly and commissioning



Claim processing



Troubleshooting



Quality check



(Pre-) inspection and final acceptance



Service support



Top success stories

- First sold OnCall.Video service contract
- Equipment installation with remote assistance
- Inspection on customer site
- Factory Acceptance Test (FAT) at Voith site

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