

# KAMA

KAMA, the manufacturer of wood painting, grinding, sanding and drying machines, helps clients worldwide with VSight Remote.

## Problem

KAMA wants to enable their clients to bring instant help during machinery downtimes.



## Solution

KAMA uses VSight Remote to collaborate with its customers who need help.

KAMA's clients connect to experts via Smart glasses, IOS-Android mobile phones or tablets, and the remote user gets help from the expert's knowledge.

“ With VSight Remote, we improved our customer satisfaction by increasing the quality and speed of our service. ”  
- General Manager of KAMA

## The Results

VSight Industrial Augmented Reality Platform with VSight Remote contributes to KAMA the following advantages:

- Providing visual and audio communication and collaboration abilities
- Offering the privilege of working with the customers remotely
- Assisting to provide an innovative and customer-specific solution
- Improving service quality and speed
- Helping experts to monitor the ongoing process
- Allowing to collaborate, scroll, zoom, and draw on the same document (pdf, png, jpeg, obf, fbx) in real time
- Permitting to put live toolbars and live AR pointers into vision
- Supporting to get high-resolution snapshots from the remote device and open for collaboration
- Helping to share the expert's knowledge easily

