

Rapidly diagnose, inspect and manage assets in difficult locations.

Solution brief

Librestream Onsite delivers enhanced field service by providing access to remote experts where and when you need it.



Businesses that use a lot of remote equipment know the challenge of keeping it serviced and maintained properly. If something breaks down, you'll need to send a field technician out to diagnose and fix the problem. However, your equipment can be deployed in hard-to-reach places or in locations scattered across a geographical area, making coverage more difficult for your repair teams.

Librestream® Onsite®, with connectivity over the secure Verizon 4G LTE network, delivers enhanced field service by providing access to experts where and when you need it. The solution gives your technicians a cost-effective new tool to inspect, analyze and repair equipment. It's built for secure use in remote field operations in harsh environments with limited bandwidth.

Librestream Onsite helps field technicians save time making repairs by collaborating with dispersed experts from virtually any location, allowing them to take advantage of the experts' knowledge and skills.



Librestream Onsite, with service on the Verizon Wireless network, helped Pratt & Whitney shorten aircraft downtime by an average of 12 hours.

Librestream Onsite and Verizon Wireless increased the effectiveness of Diebold Nixdorf's field-service training and first-time resolution rates for service calls.

Benefits

When you use Librestream Onsite for virtual collaboration, you can:



Improve maintenance.

Librestream Onsite enables more expert opinions, more views, more angles and more data analysis onsite, which helps you accurately diagnose and solve equipment problems.



Boost efficiency and productivity.

This solution is designed specifically for rugged, challenging environments, which means fewer technicians and less equipment are needed onsite.



Save time and control costs.

With onsite diagnostics, repairs can be completed in hours instead of days by knowing what the problem is and what parts and tools are needed to fix it. Plus, you save on costs by not having to haul as much repair lessequipment to the site.



Increase safety.

You'll no longer need to dispatch as many repair technicians, which means fewer people traveling and spending time in potentially hazardous environments.



Enhance training.

Librestream Onsite lets you record and store field-service events so you can use them for training, improving processes or creating a future knowledge base.

How it works

To get started with Librestream Onsite, you first download the Onsite Connect collaboration software to a mobile device, such as a tablet or smartphone. The solution provides a secure, collaborative mobile platform that video-enables your remote teams with remote expert capabilities to accurately troubleshoot, inspect and diagnose assets in the field. It provides a “shoulder-to-shoulder” point of view, with identical views for any participant, and allows all participants to be virtually present instead of having to be physically present in the field.

Librestream Onsite lets you livestream video, audio and data, even at rates below 50 kbps. It can also capture high-res images at these same low data rates.

Librestream Onsite allows you to remotely control devices in the field, which means your experts can use them to capture images, record video footage, zoom cameras in and out, and turn on the devices’ external lights. Your field technicians can stay focused on finishing repairs and not running the Onsite session.

Learn more.

To find out more about how Librestream Onsite virtual collaboration can help you improve your business, contact your Verizon Wireless business specialist or visit enterprise.verizon.com/contact-us.



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