

PRoSIGHT™ Augmented Remote Assistance



Access to JBT's expert Customer Care team remotely and in real time.



At JBT, customers are never out of sight

Contributing to one of JBT's corporate values of 'Customer First', JBT introduces PRoSIGHT™, an augmented remote assistance platform.

Our PRoSIGHT system enables remote support by using the customers' own smart phone or by providing them with smart safety glasses. With this new feature, **customers can get support from a real-time Customer Care representative.** The virtual connection allows our experts to feel like they are right there with the customer when there is a complex job to complete. This solution is the next best thing to being on-site on the production floor. The PRoSIGHT system can be used for immediate troubleshooting and breakdown repairs, as well as for maintenance operations, inspections and assessments, commissioning and training-on-the-job by Field Service Engineers (FSE). It facilitates these services in quarantine areas, in dangerous conflict-zone areas and in countries where time consuming entry visa and vaccination requirements are needed prior to entry. PRoSIGHT remote assistance also helps to reduce the CO₂ environmental impact and cost of travel, contributing to JBT's and its customers' sustainability goals.

PRoSIGHT, a recommended component of JBT's PRoCARE® service agreement.

At customer site:

- ✓ Service Interventions: breakdown, troubleshooting
- ✓ Improve process execution (SOP's)
- ✓ Machine assessments and inspections
- ✓ Training of operators and technicians
- ✓ Connect third party experts
- ✓ Remote commissioning
- ✓ Assistance and on-the-job training of JBT FSE's

At JBT site:

- ✓ Virtual factory acceptance tests (FAT)



PRoSIGHT platform:

Advanced remote support through SaaS (Software as a Service): The very easy to use PProSIGHT system is built on a web-based application, meaning that no software installation is required. It has a secure access through login and password. Its strength is in sharing information in **real time**. In fact, experts can share their screen with the customer, comment and draw on a live video stream, take pictures remotely on-site and store them for later reference, send comments and documents (pdf, pictures, video, ...), etc. It's the next best thing to being there.

Tools

✓ Option 1

Smartphone or tablet

Communication through audio and bidirectional video (internet access needed)

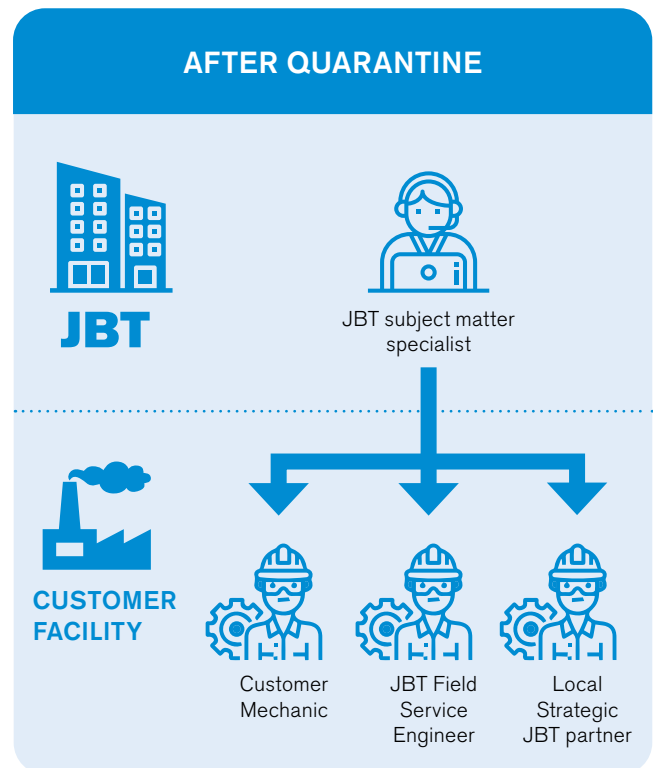
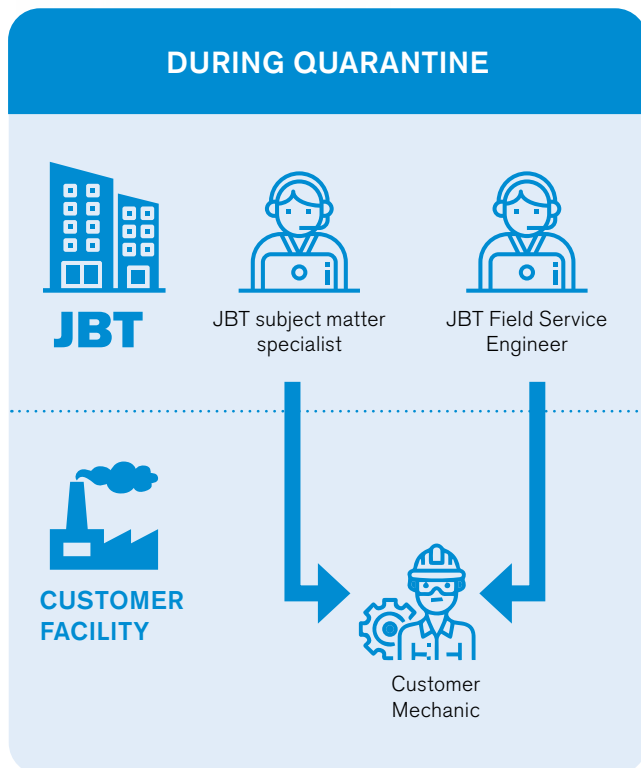


✓ Option 2

Smart glasses for “hands free” service; communication through audio and head-mounted bidirectional video.



Lightweight & Certified Safety glasses.



Benefits

- ✓ Improved reaction time
- ✓ Better efficiency and accurate communication
- ✓ Engage the right person for the right job
- ✓ Reduced travel expenses: time, airfare, lodging, meals, visa or work permits, vaccinations, etc.
- ✓ Reduced downtime
- ✓ Improved access to knowledge
- ✓ Improved supplier-partner relationships
- ✓ Increase Field Service Engineer efficiency
- ✓ Lower carbon footprint
- ✓ Reduced on-boarding time and cost
- ✓ Improved resource utilization
- ✓ Operators and technicians empowered with most up-to-date information



COUNT ON JBT TO HELP PROTECT YOUR INVESTMENT

JBT's greatest value in PRoCARE® services comes from preventing unexpected costs through smart, purposeful, and timely maintenance based on unmatched knowledge and expertise. PRoCARE service packages are offered as a maintenance agreement in various service levels, depending on your production and cost management requirements.



JBT DIVERSIFIED FOOD & HEALTH

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