Remote video inspection and collaboration software

CloudVisit
REMOTE INSPECTION

Improving the direct interaction between technicians and personnel on remote locations where installations are being serviced using remote live video inspections.

CloudVisit company profile

CloudVisit currently serves many industries, including aviation, maritime, construction, telecommunications, transportation, and telemedicine, and is expanding. The company is backed by 16+ years of success in software programming, video conferencing, telemedicine, and telecommunications. CloudVisit has a proven record of excellence, efficiency, security, and quality customer service.

CloudVisit

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The inspection software created by CloudVisit enhances the process of several types of commercial or consumer inspections with paperless digital checklists, cloud-based visual data collection, inspection report generation, and robust appointment creation features.

3

CloudVisit is broadly interoperable with a wide range of devices, operating systems and third-party applications - CloudVisit is accessible from the internet and from devices running Windows, Mac OS, iOS, and Android.

4

How the CloudVisit solution works

During a live remote video inspection the remote expert uses a computer with internet access and the crew member or technician uses a dedicated mobile app with a broadband or WiFi connection.

Host/Inspector:

- Creates and starts session
- Loads checklist
- Grabs timecodes and status values
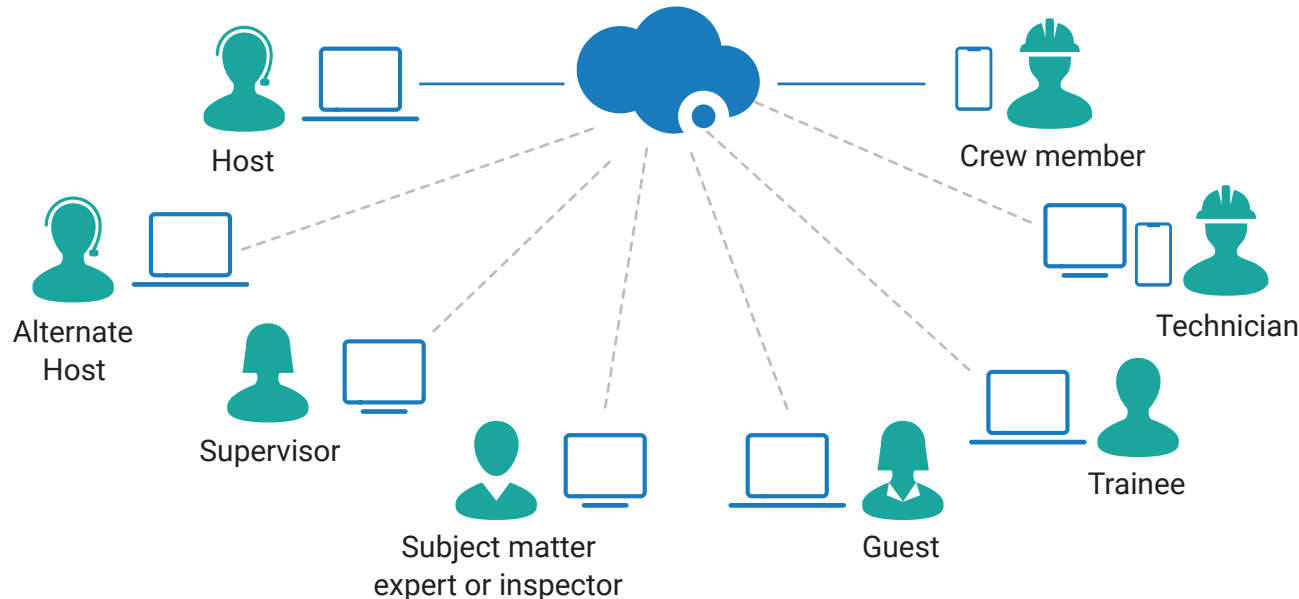- Captures recordings and screenshots

Participant/Crew/Technician:

- Launches mobile app
- Joins session
- Demonstrates completed work scope
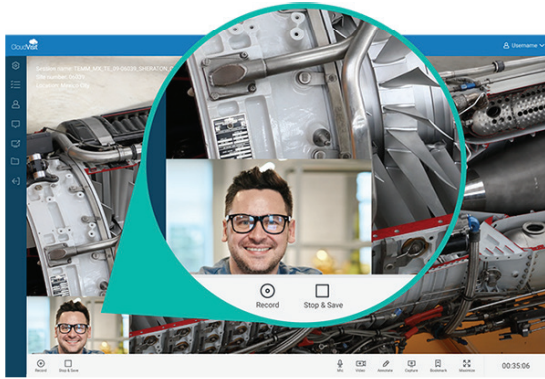- Interacts with host through audio and video

How the CloudVisit solution works

In a CloudVisit session, there can be up to twenty simultaneous audio connections with four video feeds. The host can select, which video feed to include in the active video window.


Host

Crew member

Alternate Host

Technician

Supervisor

Subject matter expert or inspector

Guest

Trainee

6

CloudVisit enhances the process of several types of commercial or consumer inspections

Connect remote experts with onsite technicians

CloudVisit remote inspection software allows onsite technicians to connect with remote experts through a real-time peer-to-peer video collaboration experience.
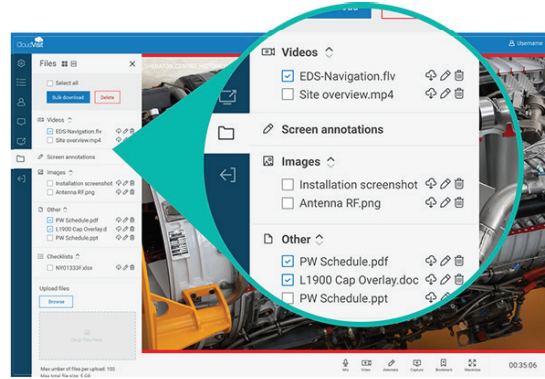
Review and verify completed work

High-demand experts review a shared live video feed and capture every detail of the project with GPS-tracked images, uploaded files and photos, screen captures and annotations, as well as audio and video recordings with timecodes.
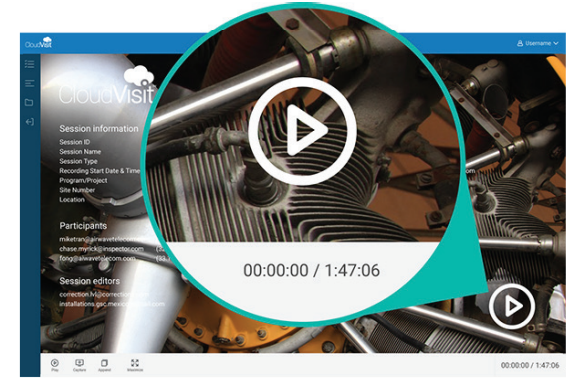
Inspect, capture and share project completion evidence

Visual collaboration tools allow inspectors and managers to assign and notify responsible users for the most efficient real-time data collection, aiding in project management, completion and acceptance.

7

CloudVisit's remote inspection solution

CloudVisit application uses video conference technology as one part of an overall remote inspection solution, including:

Enhanced recording and playback

By grabbing time codes during a session's recording or playback, users can jump to specific locations in the playback view by clicking on the timecode link.

Workforce automation

The host can import a spreadsheet to create an online checklist, capture information directly into this checklist, and export the values back into the same spreadsheet format for workflow continuity.

Project management

Users can see the status of a session from the appointment screen and track the status of inspected items.

Meeting your business' profitability, efficiency, and client satisfaction goals

Improve customer satisfaction

Enhance customer satisfaction by solving problems quickly, completing projects faster, and reducing service costs with the help of a remote expert using CloudVisit remote video inspection software.

Increase accuracy and quality control

Real-time visual collaboration enables highly accurate remote diagnostics and expert instructions from inspectors to onsite technicians, increasing first-time-fix rates with quality control visual inspections.

Reduce operational costs

Remote video collaboration allows experts and inspection engineers to guide onsite technicians through problem resolution without expensive field visits, reducing travel time and operational costs.

Enhance safety

CloudVisit's video conferencing and virtual collaboration platform improves safety by promoting social distancing, and helps sustain healthy and safe environments for clients and all involved personnel.

CloudVisit's data security

CloudVisit's background in HIPAA-compliance and telemedicine provides a complete and secure enterprise solution.

CloudVisit's system and user files are hosted and connected to an enterprise network, which produces the best quality of service.

CloudVisit is routinely penetration tested for security vulnerabilities, using the latest versions of leading security testing software.

CloudVisit's software features a secure architecture complete with an isolated data base service, storing data independently from system files to prevent a data breach.

All communication through CloudVisit's software is encrypted using a secure socket layer (SSL) and secure high algorithms, specifically secure hash algorithm (SHA-256), ensuring optimal data protection both in transit and at rest.

Business cases

Training

Using CloudVisit, an inspector or supervisor can guide an onsite employee through the process of performing a task remotely. Then, the expert can observe the employee while he or she performs the job and provide feedback on how to improve performance.

Surveys

By using CloudVisit, the information that needs to be collected can be identified in a checklist, these items can be captured in the session recording, and the results can be found by searching for the item and jumping to that location in the playback.

Assessments

Have technicians complete the task in a controlled environment where their work can be assessed, and they can receive immediate feedback. CloudVisit supports this approach by allowing an expert to see the work being done. The expert can capture the results, compare it to predefined criteria, and enter comments.

Inspections

CloudVisit gives deployment supervisors and others a way to complete inspections seamlessly and document the completion evidence for others to review if necessary.

Business cases

Supervision

Users of CloudVisit can establish times when the crew will connect with an expert throughout the project to ensure timely and quality results. This approach also can be used to check on equipment, include engineering when needed, troubleshooting, and change requests.

Handoff

With CloudVisit, the handoff package is the session recording with any additional files uploaded into the session folder eliminating the need for hours and hours of post-processing.

Acceptance

CloudVisit users can import a job-specific checklist, capture the results for each checklist item in the session recording, and flag any items that need to be completed or corrected as part of the acceptance process.

Final approval

If a customer is unable to join the live session, they can access the recording at a later time to capture their input and indicate if the site is approved or highlight any necessary revisions.

Remote inspection and collaboration software competitive analysis

VIDEO SESSIONS FUNCTIONALITY	CloudVisit	Blue Jeans	Zoom	Teams	Webex	GoToMeeting	Google Hangouts	Whats App
Audio / video conferencing	●	●	●	●	●	●	●	●
Mute / unmute participants	●	●	●	●	●	●		
Chat function	●	●	●	●	●		●	●
Host control of video / audio streams	●	●				●		
Participant list	●	●	●	●	●	●	●	●
Screen sharing	●	●	●	●	●	●		
Session Invite by email	●	●	●	●			●	
File transfer during session	●		●	●	●			●
Multiple screen support	●		●	●	●	●		
1080p video and video share	●							
Custom integration available	●							

Remote inspection and collaboration software competitive analysis

RECORDING FUNCTIONALITY	CloudVisit	Blue Jeans	Zoom	Teams	Webex	GoToMeeting	Google Hangouts	Whats App
Screen recording	●	●	●	●	●	●		
Cloud based screen recording	●	●	●	●	●	●	●	
Cloud based file storage	●	●	●	●	●	●	●	
Full screen video feed	●							
Video editing	●			●	●			
Co-located session files	●							
Capture recording time codes for quick playback	●							
Manual video quality override	●							

FILE MANAGEMENT FUNCTIONALITY	CloudVisit	Blue Jeans	Zoom	Teams	Webex	GoToMeeting	Google Hangouts	Whats App
True file folder dedicated to session	●							
Bulk downloads from folder	●			●				
Bulk uploads Into folder	●			●				
Restricted access to folder for suppliers and customers	●			●				
Changelog	●							

Remote inspection and collaboration software competitive analysis

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SCHEDULING FUNCTIONALITY	CloudVisit	Blue Jeans	Zoom	Teams	Webex	GoToMeeting	Google Hangouts	Whats App
Calendar integration	●	●	●	●	●	●		
Share hyperlink to video recording	●	●	●	●		●		
Sort calendar by customer	●							
Sort calendar by supplier	●							
Dedicated calendar view	●							
Detailed session list and status views	●							
Scope of work In session details	●							
SESSION TRACKING FUNCTIONALITY	CloudVisit	Blue Jeans	Zoom	Teams	Webex	GoToMeeting	Google Hangouts	Whats App
Meeting history with session ID and custom name	●				●			
Session metric reports	●				●			
Track customers by session	●							
Track location	●							
Track project	●							
Track markets	●							
Track suppliers by session	●							
Advanced search capabilities	●							

Remote inspection and collaboration software competitive analysis

SESSION TOOLS FUNCTIONALITY	CloudVisit	Blue Jeans	Zoom	Teams	Webex	GoToMeeting	Google Hangouts	Whats App
Easy user onboarding	●	●	●	●	●	●		●
Host assigned user roles	●	●	●	●				
Allow desktop participant to annotate	●		●		●			
Dedicated mobile app	●		●	●				●
Sign in with work or personal email	●	●				●		
In-session participant list	●		●	●				
Screen capture / stills	●							●
Annotation of screen capture	●							
Display / embed EXIF watermark	●						●	
Customizable session creation for robust reporting and file security	●							
Create work groups	●							
Session comments	●							
Gallery view of session files	●							
Thumbnail view of session files	●							
Embed company logo as watermark	●							
Integrated support interface	●							
Mutliple session and recording types	●							

Remote inspection and collaboration software competitive analysis

CHECKLIST SESSION MANAGEMENT	CloudVisit	Blue Jeans	Zoom	Teams	Webex	GoToMeeting	Google Hangouts	Whats App
One click checklist editing	●							
Checklist creation / import / export	●							
Capture evidence directly in checklist row	●							
Add hyperlinks to files or web content in checklist	●							
Add and delete checklist rows on the fly	●							
Change checklist row order	●							
Customer comments in checklist	●							
Customer approval in checklist	●							
Set deliverable status value	●							
Sort and filter checklist by keyword	●							

CloudVisit solution provides significant benefits for employees, customers, and the environment

CloudVisit REMUTE INSPECTION

☑ Enabling COVID-19 social distancing requirements through video conferencing and virtual collaboration

☑ Providing real-time updates of project statuses and file sharing

☑ Improving safety with faster and more reliable repairs

☑ Sustaining healthy and safe environments for clients and all involved personnel

☑ Reducing the number of deficiencies associated with new installations because the work is completed correctly the first time

☑ Optimizing workforce efficiencies with automation by capturing data continuously or within a checklist, along with exporting, and sharing the knowledge

☑ Helping companies reduce their carbon footprint and environmental impact essential to global sustainability

Improved operational efficiencies from using CloudVisit inspection software*

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33% decrease in the number of defects found

40% improvement in cycle time

62% more audits pass

90% reduction in audit defects per site

67% reduction in return visits

*Results may vary. The above results were achieved by CloudVisit's customer working within the telecom industry.

Formulate the return on your investment

Description	Calculation
Per maintenance session:	
Labor saved by expert not having to travel to site	Average hours * loaded expert labor rate
Reduced travel by expert not having to travel to site	Average mileage * cost per mile
Quality audit savings based on fewer issues being flagged	% improvement * rework cost of poor quality
Document cycle time reduction	Days of improvement * 20% loaded admin labor rate
Reduced remobilizations to fix problems	% reduction * cost of remobilization
Overall cycle time reduction	(Previous - current cycle time) * 10% loaded admin labor rate
Per week per deployment expert:	
Improved efficiency	(# projects per week after / # projects per week before) * (loaded expert labor rate * average work week)

The results are improved profitability and rapid ROI for businesses

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Reduce cost per maintenance event by optimizing the efficiency and availability of project inspectors and subject matter experts

Reduce time per maintenance event by improving overall efficiency

Reduce number of return visits by catching errors that might have been missed

Improve quality through instant feedback and competency development

In summary, CloudVisit's software modernizes your business operations and maximizes profitability

If your current workforce collaboration between clients, project managers, inspectors and crew members includes travel to remote locations, collection of photographic evidence, and tracking documentation, then CloudVisit can streamline your process into modern best practices.

☑ Improve the direct interaction between technicians and personnel working on installations by implementing live inspections that are controlled by managers or experts working remotely.

☑ The CloudVisit application was built specifically to enhance virtual collaboration and to improve the speed, quality, and predictability of operations.

☑ CloudVisit provides the ability to customize the solution to meet an organization's specific needs.

☑ CloudVisit has experience with customized large-scale deployments. This puts CloudVisit in a unique position to help companies capture the possibilities and implement a solution that will exceed expectations.

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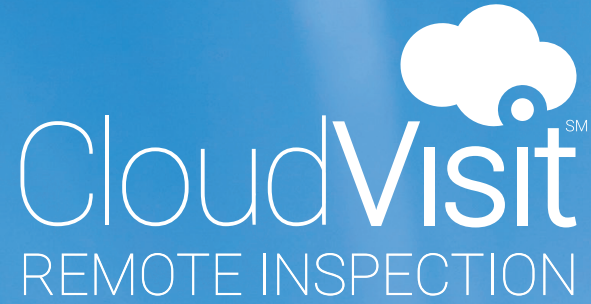
We're your partner in success

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