

# Remote Video Service: bioMérieux

REMOTE VIDEO SERVICE in addition to VILINK enables bioMérieux to enhance the new remote assistance offer and allows trained DISTRIBUTORS to provide better customer support.



## Problem

Prior to using Remote Video Service, Service Engineers had several options to support customers including whatsapp calls or in-person site visits. WhatsApp lacked dynamic support, while in-person visits were costly.

## Solution

bioMérieux engineers use Remote Video Service to instantly support customers quickly and efficiently from anywhere in the world via AR-enabled video streaming.

## Benefits

- ▶ **Real Time Remote Support:** Provide instant 'hands-on' support no matter where your customers are located.
- ▶ **Efficient Knowledge Transfer:** AR-enabled video streaming ensures you can effectively guide customers to resolve any type of issue, from simple to complex.
- ▶ **High Quality Customer Experience:** Help Lightning is easy for customers to use, and they get help as soon as they need it.

bioMérieux engineer Khalil Konate, part of the GCS-PMO team, shares how one of bioMérieux's distributors, Anas Dahlan from AL-JEEL Medical & Trading Company, used Remote Video Service to provide timely, effective resolution of an issue when Dahlan's customer required assistance.

## Instant Engineer Support for Customers

Customers in need of support can easily initiate a Remote Video Service call via mobile or desktop and get expert help right when they need it. When Dahlan's customer was in need of support, Remote Video Service was instantly accessible.

"The customer was 1200 km from my city, and before using Remote Video Service, I had only two options to solve the issue. First, book a flight and send an engineer to that area to solve a minor issue. This costs a lot. Second, use WhatsApp, which takes a long time going between screens and trying to explain to the customer what to do and where to go. Remote Video Service is faster and more useful."

## High-Touch Collaboration with Customers

Dahlan's customer faced an issue using a VIDAS instrument being used in a medical laboratory, and they were unable to reset. Dahlan immediately transferred the customer to Remote Video Service to troubleshoot. Using a merged video stream and annotating with arrows, Dahlan was able to guide the customer on exactly what to do to resolve the issue quickly, in real time.

## AR-Enabled Features, Simple to Use

Dahlan finds that using Remote Video Service is easy for customers and makes service more effective. Remote Video Service offers a robust feature set, yet is intuitive for customers to use. "It was easy for my customer to start using Remote Video Service, and they were able to start using it without requiring guidance from me."

**Remote Video Service** : <https://www.biomerieux-microbio.com/protect-your-uptime-anytime/>

A world leader in the field of in vitro diagnostics for over 55 years, bioMérieux provides diagnostic solutions (systems, reagents, software and services) that determine the origin of a disease or contamination to improve patient health and ensure consumer safety. Its products are used primarily for the diagnosis of infectious diseases. They are also used for the detection of microorganisms in food, pharmaceutical and cosmetic products.