



HINDSITE IND.

Supercharge your service delivery capabilities.

Generate up to 60% in additional revenue by prioritising service delivery with HINDSITE.



Service delivery with HINDSITE

TRUSTED BY CUSTOMER-FOCUSED COMPANIES OF ANY SIZE



HEXAGON

TRANSCALE



HAYNES

GroundProbe

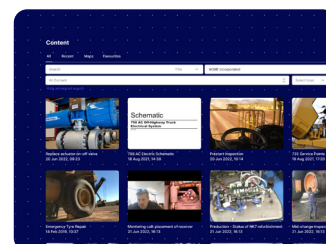


HINDSITE is a visual learning and guided work platform that gives frontline workers and customers access to a library of in-house, task-specific knowledge. Capture and scale your team's subject-matter expertise and operationalise it with standardised workflows.



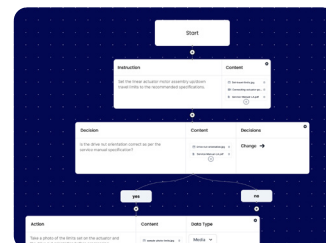
A Visual Content Library (VCL) of expertise from across your organisation.

Distribute bite-sized videos, PDF and imagery created by your experts. Your customers or frontline can search for geotagged, transcribed and translated content, within the library, linked in a workflow or by scanning a QR code on your machinery.



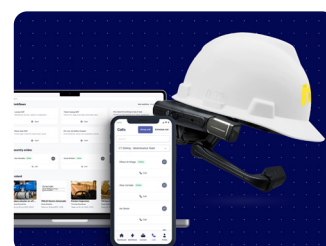
Guided Digital Workflows that both standardise and assist your frontline.

Design step-by-step instructions or information-gathering workflows. Content from your VCL is recommended to users at each step for just-in-time, self-guided help. Users can flag issues or call for help at any step.



Remote Expert Assistance from wherever your experts are.

Request remote assistance from within a workflow, or schedule remote mentoring calls at any time. Calls are recorded and saved to your VCL for trimming and repurposing as new content.



ON SITE WITH HINDSITE

KLINGE

KLINGE uses the HINDSITE platform to connect with and deploy services to their global network of heavy industry customers. Visit hindsiteind.com/mining to learn more.



The many benefits of HINDSITE

We help our customers build and enhance their after-sales capabilities, giving them a competitive advantage in the market and maximising their service revenue.

First time fix rates

BEFORE

Rework consistently caused by an inexperienced team or new scenarios.

WITH HINDSITE

An improvement in first-time fix rates up to

10%

Downtime

BEFORE

Customer assets remain offline whilst an SME is called in.

WITH HINDSITE

Reducing asset downtime by

2-5%

Training times

BEFORE

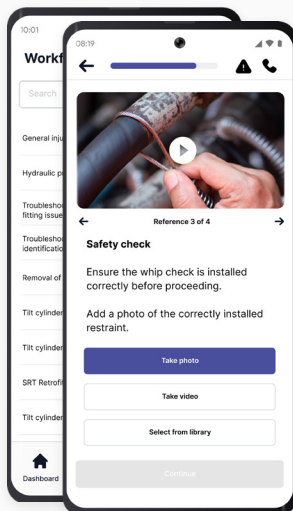
Generational tribal knowledge takes years to acquire, let alone transfer.

WITH HINDSITE

Shortening of in-field supervised training times by

75%


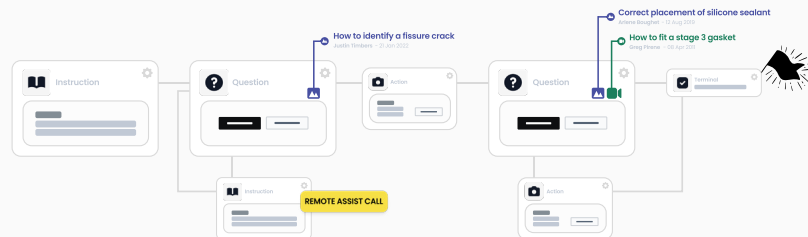
Benchmarks based on results measured by a major utilities customer of HINDSITE.



Digital Workflows

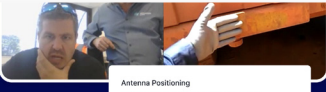
Standardise your delivery, lift your game.

All your static standard operating procedures and work instructions are digitised into Digital Workflows, where a worker can perform complex tasks with reference videos and imagery from your content library.



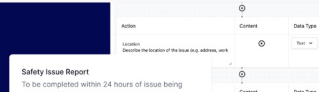
Training

Deploy SOPs to new customers, new technicians and for new products.



Troubleshooting

Create thorough yet easy to use procedures to cater for every scenario.



Issue reporting

Ensure all vital information is captured when an issue is raised.



Ready to supercharge your service delivery?

sales@hindsiteind.com | hindsiteind.com/servicedelivery

LEARN

EXECUTE

VISUAL
CONTENT
LIBRARY

DIGITAL
WORKFLOWS

REMOTE EXPERT ASSISTANCE