



Visual Automation for Field Service

Drive field service performance with Four Seasons Remote Inspect an HVAC AI-powered Visual Assistance and Remote Technician system. Boost first-time fix rates, cut operational costs, and reduce training times by remotely visually connecting live with customers and technicians.

POWERED BY FOUR SEASONS REMOTE INSPECT



Empower Field Technicians with AI Remote Visual Guidance

What It Does

Integrated flows automatically collect key visual information from remote customers and technicians — ideal for assessing work sites, job progress, and process compliance.

How It Helps

- The Remote Inspect AI system automates job confirmation and visual guidance
- Remote live assistance enables service virtualisation
- Expert consultation available for technicians in the field
- Reduces unnecessary site visits and training time



The Industry's First AI-Powered Remote Visual Solution

AI-Powered Visual Automation

Computer Vision AI augments technician knowledge, virtually directing them for faster issue resolution.

SDK & Web-Based Solutions

Maximum availability via both browser-based (app-less) and SDK-based visual technology — no download required.

Enterprise-Grade Integrations

Unmatched accuracy, reliability, and flexibility with integrations for fast adoption and sustained impact.



How It Works: Three Modes of Operation



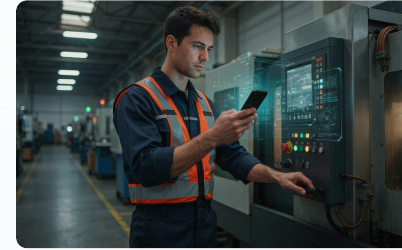
Remote Technician

Support customers remotely by connecting via browser, using AR tools to guide resolution, and visually confirming the fix — no site visit needed.



Remote Expert

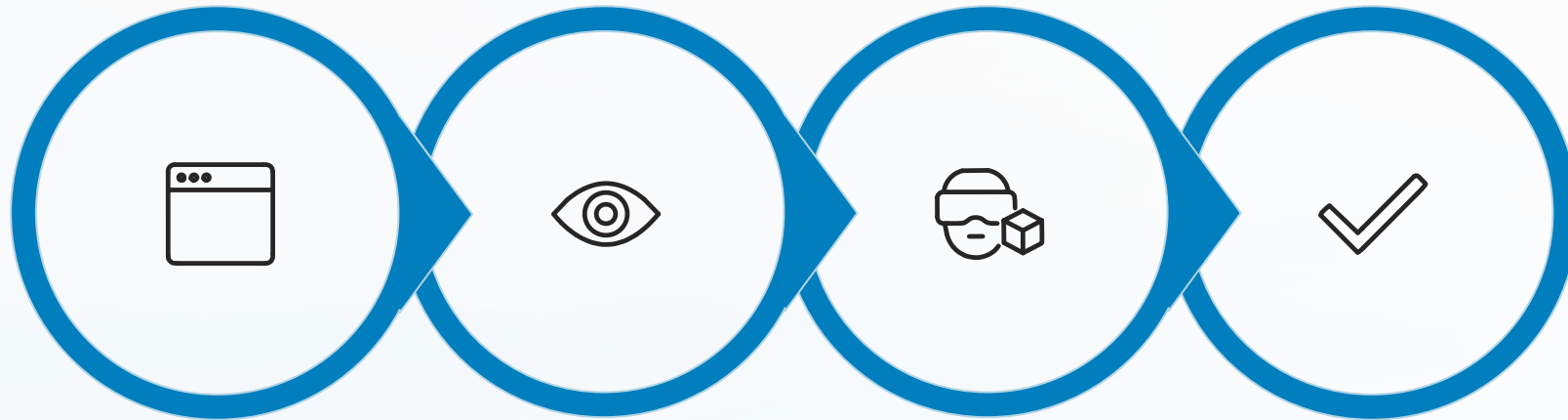
Field technicians connect with remote experts who diagnose issues, guide resolution with AR tools, and verify job completion.



Self-Service

Technicians resolve issues independently using a virtual assistant that provides AR guidance and auto-logs results to the FSM case history.

Remote Technician: Step-by-Step



Connect

See

Guide

Resolve

Explore Key Features



Video Stream & VoIP

Live video from smartphones or tablets on a remote dashboard — no app download required. VoIP calls supported within the visual session.



Scanner & Screen Mirroring

OCR-based scanning of serial numbers and barcodes. Non-intrusive mobile screen mirroring to guide customers and technicians.



Visual History & Knowledge Base

Session history per customer aligned with privacy policy. Pre-defined resolution libraries shared with technicians, customers, and subcontractors.



Reporting, Analytics & Geo-Location

BI and performance insights to drive usage and measure value. Real-time location tracking of field technicians and subcontractors.

Remote Inspect: Inspect & Video Support

Four Seasons Remote Inspect delivers browser-based live video support and remote inspection capabilities that complement AI visual automation — no app download required. Experts connect instantly via a simple SMS or email link.

Live Remote Inspection

Inspectors and adjusters conduct thorough visual assessments remotely, capturing annotated photos and video evidence in real time.

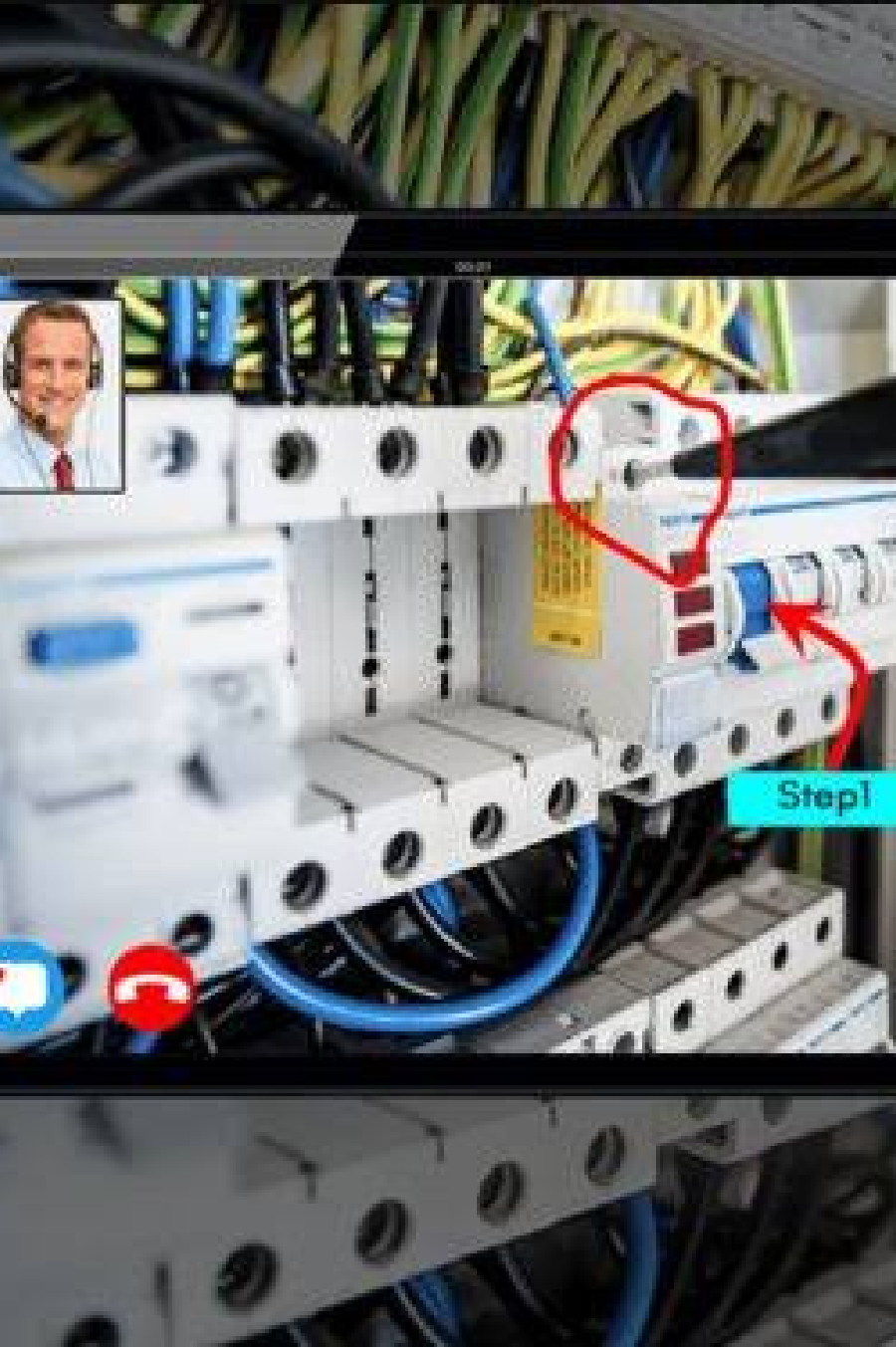
Annotation & AR Tools

Draw, highlight, and annotate directly on the live video feed to guide technicians or document findings with precision.

Instant Reporting

Auto-generated inspection reports with captured images and session data, reducing admin time and accelerating decision-making.





Computer Vision AI: Visual Job Verification

Deliver Visual Automation

Using patented Computer Vision AI, Remote Inspect automatically recognises devices and issues, providing real-time visual knowledge and AR guidance.

- **Visual Job Verification:** AI inspects every job before technicians leave the worksite — no internet required
- **Remote Assessment:** Auto-collect and auto-tag images before, during, or after dispatch
- **Service Virtualisation:** Reduce dispatches with remote visual service and self-service guidance
- **Smart Glasses Support:** Step-by-step AR guidance via supported smart glasses

Why Visual Automation Matters for Field Service



First-Time Fix Rates

AI-guided resolution and visual verification dramatically reduce repeat visits.



Operational Costs

Fewer unnecessary dispatches and faster resolution cut cost per job significantly.



Training Time

New technicians ramp up faster with real-time AI knowledge augmentation.

We believe that showing is better than telling. Visual AI transforms how field service teams work — connecting the right knowledge to the right person at the right moment.

AR Remote Assistance: Instant Expert Support in the Field

Boost operational efficiency by connecting your workforce to real-time expertise — anytime, anywhere. Four Seasons Remote Inspect uses AR-powered remote assistance to empower field technicians with live expert guidance.

25%

Expert Utilisation Rate

Increase in Expert Utilisation Rate
(experts solve more problems from their desks, reducing travel)

40%

Equipment Uptime

Increase in Equipment Uptime
(accelerate field problem resolution to minimise downtime)

40%

Customer Satisfaction

Increase in Customer Satisfaction
(exceed expectations with prompt service and rapid issue resolution)

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Key Features of AR Remote Assistance

Four Seasons Remote Inspect delivers a comprehensive suite of AR-powered tools designed for field service teams.



Video & Audio Call

HD video and audio through mobile devices and smart glasses.



AR Annotation & Collaboration

Draw, annotate and collaborate with 3D models on live view.



Live AR Pointer

Point and annotate in real-time on live video streaming.



Remote Camera Control

Zoom, flash, and capture ultra-HD snapshots remotely.



Adaptive Video Quality

Streaming quality adjusts automatically to network conditions.



Multi-User Call

Up to 12 users per session; training mode supports 100+.



Multi-Language Support

Instant translation supports communication in 60+ languages.



Seamless Integration

Connects with Salesforce, SAP, Microsoft Dynamics and more.

Enterprise-Grade Security & Compatibility

Four Seasons Remote Inspect is built on a secure, device-agnostic platform — trusted by industrial organisations worldwide.

Secure Communication

All communication is end-to-end encrypted and secure, even over public internet connections.

Two-Factor Authentication

Enable 2FA to enhance login security across your team, customers and partners.

Peer-to-Peer Connection

P2P communication delivers reduced latency, better quality connection and increased security.

Works on All Devices & Browsers

Web-based platform compatible with all modern browsers, computers, smartphones and tablets. Native apps available for iOS, Android and smart glasses.

GDPR, HIPAA & ISO 27001 Compliant

Sessions use end-to-end WebRTC encryption. EU customer data stored on EU-based servers.

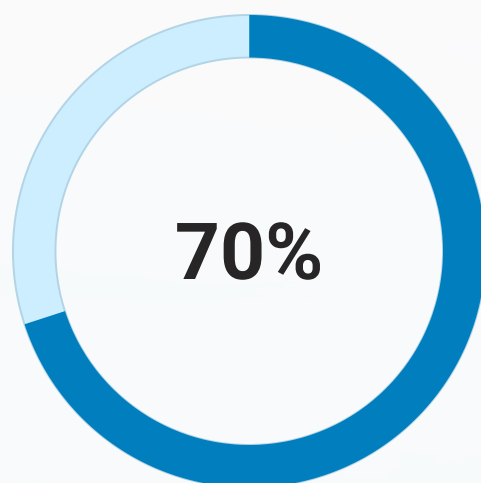
CRM/ERP Integration

Seamlessly integrates with Salesforce, Microsoft Dynamics, SAP, Outlook and any REST API system. Session data auto-syncs to your ticket system.

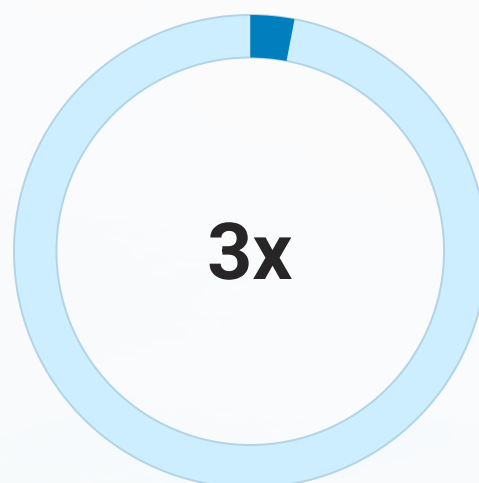
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Case Study: Bousquet Technologies

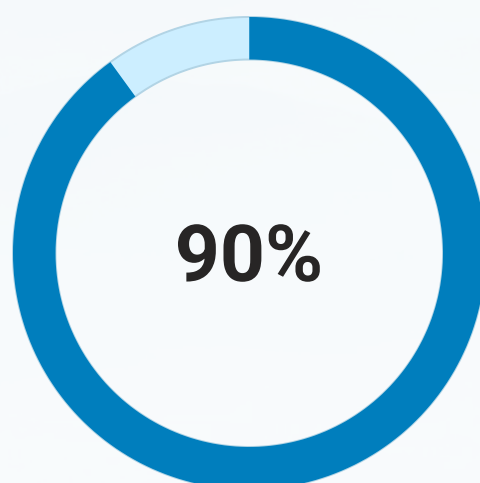
With 75 years of industry leadership, Bousquet Technologies is a trusted expert in energy recovery, heating, air conditioning, and industrial and commercial ventilation. When complex HVAC systems needed service, their technicians struggled with hands-occupied troubleshooting, limited expert availability, and costly emergency site visits.



Reduction in emergency site visits



More technicians supported per engineer daily



First-call resolution rate

"Nice service tool for remote troubleshooting." — Simon P., Technician @ Bousquet Technologies



How Four Seasons Remote Inspect Transformed Bousquet's Service

The Challenge

- Hands-occupied troubleshooting on complex equipment
- Limited expert availability at service calls
- Communication barriers in noisy environments
- Extended resolution times across multiple exchanges
- Costly emergency visits to remote sites

The Solution: Four Seasons Remote Inspect Smart Glasses

- Hands-free live video via Vuzix Smart Glasses
- Real-time visual diagnostics for senior engineers
- AR annotations overlaid on technician's field of vision
- Instant access to senior engineers remotely
- On-the-job training via live hands-free video
- Secure encrypted video streaming

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Ready to Transform Your Field Service?

See how AI-powered visual automation can boost your team's performance, reduce costs, and deliver exceptional service outcomes — tailored for Four Seasons' world-class standards.

Schedule a Live Demo

Experience Remote Inspect in action with a personalised walkthrough for your field service team.

Explore the Platform

Download the Remote Inspect Field Services brochure or the AI in Field Service eBook to learn more.

Get Started Today

Contact our team to discuss integration options, enterprise pricing, and a tailored implementation plan.

Request a Demo

Explore Remote Inspect



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