



AISA LIVE VISION

How to manage your supply chain from the distance using live video

WHEN HIGH-LEVEL INDUSTRY EXPERTISE MEETS CUTTING-EDGE STREAMING TECHNOLOGY...

AISA Automation Industrielle SA, a Swiss-based B2B company and the world's leading manufacturer of tube production machinery, relies on the streaming pioneer LiveU in order to provide exceptional remote support to their customers around the globe.



With the help of LiveU's field-proven live transmission solutions, Aisa's engineering experts get real-time video access to the factories where their machines are deployed. Receiving live video feeds from multiple internationally located LiveU encoding units, the Aisa staff can assist customers abroad whenever help is needed - without having to leave their head offices in Vouvry, Switzerland.

**Outstanding customer service
- powered by LiveU**

THE CHALLENGE

Aisa receives support requests from customers using their machinery all over the world. With the machines being custom-tailored to the specific needs of their clients, each request requires individual handling. Not only do the Aisa professionals need to be able to view the respective machine and its components in detail but they also need to obtain real-time information on the machine status so they can optimally help customers with their product- and workflow-related questions.

Fast support is key to a successful customer relationship. When an issue arises and actions have to be taken quickly, the Aisa engineers can't afford to lose time traveling to the production facilities which are located in far-away countries. This is why Aisa was looking for a technical toolkit that allows them to virtually enter the plant from the distance – even when there is no local internet line or wireless connection accessible on site as it is often the case in the customers' factories.

THE SOLUTION

Drawing on more than 10 years of live broadcasting experience, LiveU provided Aisa with the cellular streaming equipment they needed to let their customers transmit high-quality, robust live video feeds directly from the factory floor.

LU200 - video uplink out of the box

LiveU's portable video encoder **LU200** was selected as the field unit of choice by Aisa because of its light weight, small form factor and cost effectiveness. A total of eleven LU200 units have been supplied to Aisa customers and service stations to date. Each unit is part of a comprehensive, yet compact live production kit that includes a GoPro camera, a microphone and headphones.



"More than one year after the commercial launch of the Aisa Live Vision product, the success encountered in the field shows that selecting the LU200 product was the right choice."

Stéphane Roux

Customer Service Director at
AISA Automation Industrielle SA



**LiveU technology
all over the world**

"As of today, the LiveU units are deployed by customers in Mexico, Poland, France and Russia. Aisa is also using this technology for its own technical support engineers."

Our units are spread permanently at our technical services stations located in the US, China, India and France.

Multiple successful live support sessions are held regularly across Europe but also in the US, Korea, China and Pakistan."



Bonded streaming for extra reliability

The LU200 can be connected to up to four cellular networks, allowing Aisa customers to deliver live video streams independently of any local IT infrastructure. Customers may also link the unit to Wi-Fi and LAN if available on site. Incorporating the latest **bonding technology**, the LU200 combines up to six internet connections in total. This way Aisa ensures that its clients are always provided with sufficient bandwidth to go live right from the factory floor.

READY, SET, STREAM

The LU200 is extremely easy to use and straight-forward to set up. Once the customer brings the unit online and plugs in the camera cable, the support session can begin ...

ALL YOU NEED IS AN APP

LiveU's dedicated video transmission app LU-Smart brings the bonding technology to smartphones and tablets, combining the bandwidths of Wi-Fi and cellular for super failsafe video streams beyond regular smartphone quality. The app is available for free download both from the App Store and Google Play.



Live transmission from any mobile device

In parallel to the LU200 solution, Aisa relies on the **LU-Smart app** both for its own engineers and for those customers having a mobile network present within their production facilities. The LU-Smart app is a more casual and easier to deploy alternative to the LU200 but still packed with very intuitive and powerful functions.

A big benefit of the LU-Smart is that it can transmit HD live video or upload any media content saved at the device to Aisa's server – only seconds after the electronic license is activated by the user. In combination with LiveU's **Go Plan**, Aisa unleashes the app's full functionalities for an unlimited number of users, providing them with a monthly data package for live video traffic.



"The LU-Smart app is becoming increasingly popular for our customers which have access to cellular networks within their plant. We can issue a license to anybody worldwide without having to send any hardware. This is a huge benefit when we need to conduct remote analysis on short notice. Another big advantage is the app's Live & Store feature."

One server, multiple opportunities

While the customer is filming the relevant parts of the machine, the LU200 unit or LU-Smart app reliably streams the video signal over the internet to LiveU's physical server **LU2000** that is installed in the Aisa head office.



Video management made easy

LiveU's web-based video management platform **LiveU Central** allows the Aisa team to monitor live feeds from units anywhere in the world and to also control the units remotely.

Moreover, the SDI output of the server lets the Aisa staff display the live video on a larger screen. LiveU's transmission solutions support premium quality video streams, enabling the engineers to view every detail of the machine so they can give their customers the individual, solution-focused support they demand.

"The fact that both the unit and the app can be totally controlled remotely through the LiveU Central platform makes their deployment in the field simple and efficient."

MORE THAN JUST LIVE STREAMING

Video sharing around the clock

Taking advantage of the **Store & Forward** functionality, Aisa's customers can save the produced video locally on the unit and upload it to the LiveU server at a later point of time. This feature has proven very helpful when customers encounter challenging network conditions that wouldn't allow them to deliver an HD video right away or when the Aisa support team is unavailable due to time zone differences.

By accessing a high-quality video file through LiveU Central, Aisa engineers can clearly see and examine the machine parts that the customer needs assistance with at any future time.



"The industry where our Aisa Live Vision is operating in is very unfriendly in terms of electronic smog. In many instances, cell phone coverage is very weak and inconsistent.

The performance of the LU200 along with its store & forward capabilities ensure for an efficient live or later on transmission."

Connectivity at any location

Aisa and its customers highly value LiveU's **DataBridge** service which lets them use the LU200 unit as a broadband router. When local networks inside the factory cannot be accessed (e.g. for data security reasons), this serves as Aisa's only option to create an internet link on site.

Providing high-speed mobile broadband connectivity, the DataBridge service allows Aisa experts to remotely check any machine function via a web-based software. This is how they obtain real-time status information from the machine for optimized customer support. The same DataBridge feature also enables Aisa to make software updates from the distance.

"The LU200 unit has been performing extremely well, even in the most difficult broadcasting conditions. Aside of astonishing audio and video performances, the Data Bridge mode enabling an internet connection to an industrial tele-maintenance rounds up the unit's high efficiency."



CHECK OUT THIS [VIDEO](#) TO SEE FOR YOURSELF HOW AISA DEPLOYS LIVEU TECHNOLOGY FOR ENHANCED CUSTOMER SERVICE.

For more info go to www.liveu.tv