Resco Houston

resco.net

Ultimate knowledge management app

Knowledge at the fingertips of frontline workers

A knowledge-management app topped with AR video calls enabling your frontline workers to access, collect, and share the tribal knowledge and thus solve day-to-day tasks with expert information always at hand

Allow your customers to meet their goals faster with smart resource sharing
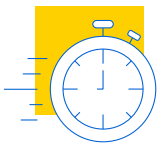
Save money and time allowing autonomous task fulfillment in the field or shop floor

Increase efficiency, mitigate downtimes, and minimize errors

Speed up onboarding and training with all the important information in one place

Increase safety and reduce accidents through step-by-step instructions

Enable next-gen customer support via easy-to-follow guides and AR calls

With the right knowledge, every worker becomes an expert

- Documents
- Instructions
- Manuals
- Step-by-step Guides
- AR remote assistance

Knowledge manager
Expert
Documents Instructions Manuals
AR call
Senior
Senior
Junior

Resco MAP knowledge flow
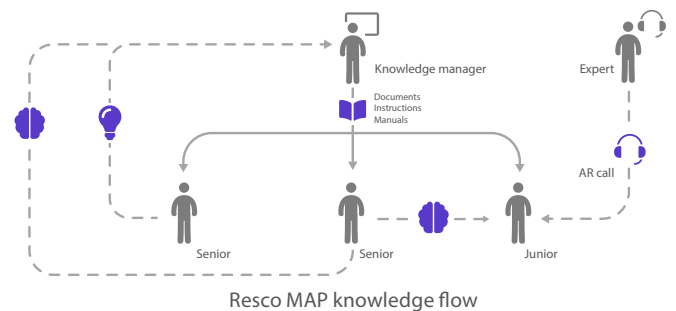
How does it work?

1. Easily manage the company's tribal knowledge around your products and services

2. Take advantage of the collected collective intelligence in day-to-day work

3. Bring expertise to most complex tasks via AR video calls

Available across platforms and devices

iOS iOS | Android | Web | Mobile | Tablet | Desktop | Wearables | RealWear

Why Resco?

✓ Experts in field service operation

✓ 21+ years of experience with enterprise mobility

✓ 2500+ corporate customers worldwide

✓ 200,000 licensed users

✓ Advanced offline capabilities

Equip your customers with the knowledge app they need

Move them to a new generation of knowledge management and become an innovation leader in your industry.

Contact us at innovations@resco.net to learn more

A short feature comparison of Resco Houston app vs. MS Guides and MS Remote Assist

FEATURE	RESCO HOUSTON APP	MS GUIDES*	MS REMOTE ASSIST*
Devices	Phase 1: iOS, Android, Web **Phase 2: RealWear**	MS HoloLens 1&2	iOS, Android, Web, MS HoloLens 1&2
Types of instructions	Phase 1: PDF manuals, images, digital workflows and instructions, step-by-step guides, AR annotations and drawings **Phase 2: videos, chat, newsfeed**	Holographic step by step guides with images and videos	AR annotations and drawings + documents in AR
Knowledge management	Collecting, editing, storing, and sharing the company's collective knowledge and providing feedback on it, rating and updating of materials	Sharing the knowledge	Sharing and storing the knowledge
One app solution	Yes	No	No
Customization	No code	No code	No code
3D and 2D annotations	2D annotations within the step-by-step builder, 3D annotations within AR calls	3D assets like arrows, rings, hands	2D arrows, drawings, documents
Performance analytics	Phase 2: Various performance analysis of instructions – most frequently used, most helpful, lowest rating, etc. analytics of expert calls	Performance data into Power BI dashboard, making it easier to identify where instruction is needed	-
Offline	PDFs, instructions workflows, step-by-step guides **Phase 2: offline videos**	Yes, but you have to sync online (download a guide) first	No

*The comparison of MS Guides and MS Remote Assist is based on features available as of July 2020