# Hostcomm



## Case Study:
### Remote Visual Assistance

## (+) utility aid

Utility Aid, the UK's leading energy broker for the not-for-profit sector, serves over 2,000 organisations. Their expert team manages their client's utility needs, addressing rising energy cost concerns by offering collective purchasing advice. By consolidating energy use across thousands of UK properties into 'baskets', participants gain significant purchasing power.

## Overview

Utility aid uses RVX remote visual assistance software to help its customers identify opportunities to reduce their energy consumption and solve metering issues.

One of the primary benefits of remote visual assistance is its ability to survey and capture on-site data, remotely. Instead of sending out a team to a remote location, an energy advisor can guide a site manager or a local technician through an on-site assessment. This real-time virtual collaboration allows for immediate identification of potential energy solutions, retrofit opportunities, or even areas of energy wastage.

## Challenge

Utility Aid's key challenge was the high costs and time spent on nationwide traditional surveys requiring on-site visits, which constrained their ability to reduce client energy costs. To address this they set the following goals:

Reduce time associated with traveling to and from customer premises by seeking a digital data collection process.

Evaluate video meetings as an alternative method and attempt to apply the traditional on-site 'walk-thru' to a virtual procedure.

Field trial a range of video communications apps that easily work with any remote device and require minimal user input.

Utility Aid started their evaluation of Hostcomm's RVX remote visual assistance software in November 2022 by performing a series of practice surveys within their own premises. The results were very good shortly after this they decided to proceed with the solution.

## In Action

Remote Visual Assistance is a technology that allows experts to see what a user or a remote worker sees in real time, usually through a smartphone or tablet camera. This shared visual context allows experts to guide users, highlight points of interest, and offer insights without being physically present using a comprehensive array of guidance and data capture tools.

Utility Aid uses most of RVX's features however image capture, Google Maps integration and optical character recognition are the most frequently used ones.

For Utility Aid an organisation with national coverage, the challenges of on-site inspections and assessments are manifold. However, with the advent of remote visual assistance, these challenges are becoming a thing of the past and enabling them to provide their service quickly and without geographic limitations.

## Solution

Hostcomm's RVX Remote Visual Assistance service uses native browser video functionality and Augmented Reality (AR) to provide visual assistance and data capture in a variety of different use cases. In Utility Aid's case, the solution is primarily used to remotely capture detailed information from customer sites that can be used to accurately produce energy-saving recommendations.

Ruaire Glackin the Head of Net Zero and Energy Management summarises the main benefits of Hostcomm's RVX service as follows:

"The software saves our customers money and since we started using it, I would estimate we have saved a combined £70,000."

"We use the software to help our customers identify opportunities to reduce their energy consumption and solve metering issues."

"We have reduced the need to travel to our customer's sites"

## Looking Forward

To their delight, Utility Aid has discovered that in-person surveys aren't always essential. Responding promptly to inquiries and offering a proficient digital service surpasses traditional methods.

In conclusion, remote visual assistance is proving to be a game-changer in the energy services sector. From spotting opportunities to saving money and time, its benefits are multifaceted. Companies that leverage this technology will undoubtedly position themselves as leaders in both efficiency and customer satisfaction.

### ı|ılı Hostcomm

Discover Hostcomm solutions for your business today:

📞 0808 168 4400      ✉ sales@hostcomm.co.uk

🖥 www.hostcomm.co.uk