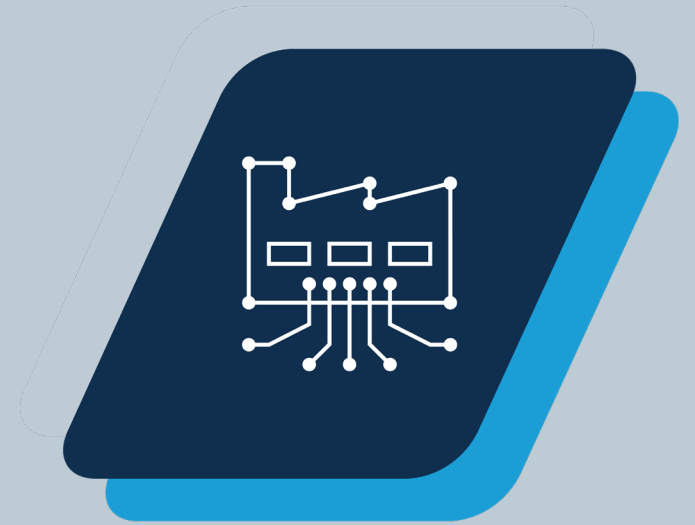


**From Prime to Remote
Assistance: The
Industry is definitely
smart.**





**Why Prime?
The desire that
guides us**

What do we need?

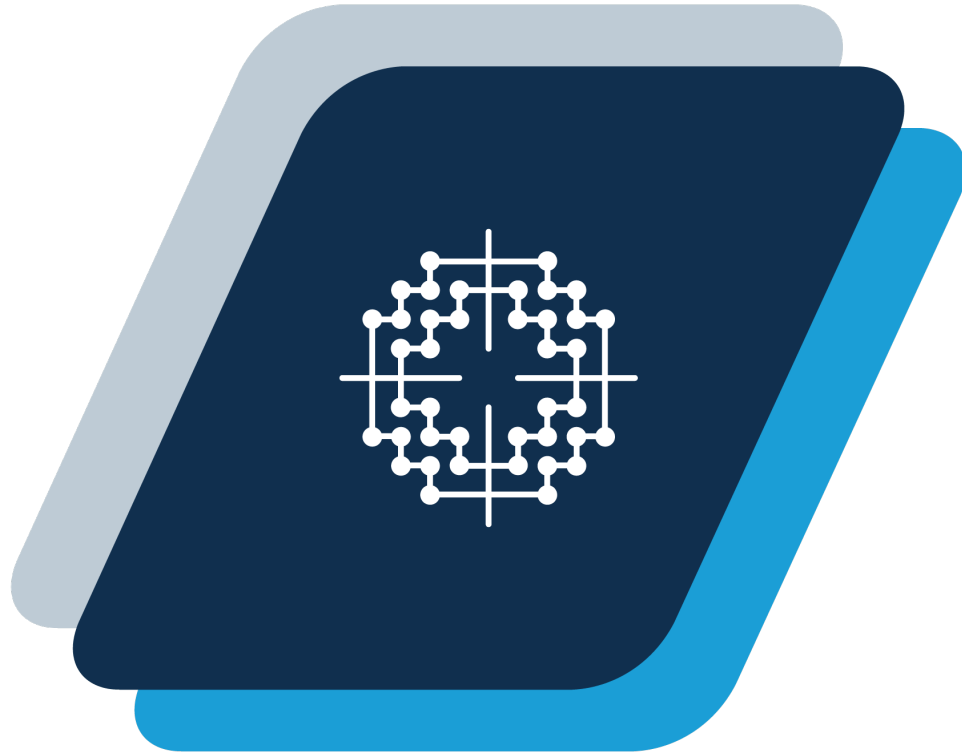
1. Digitalization of the entire process
2. Digital Twin
3. Complete traceability
4. Quality analysis
5. Energy



**So why
Prime?**

Prime



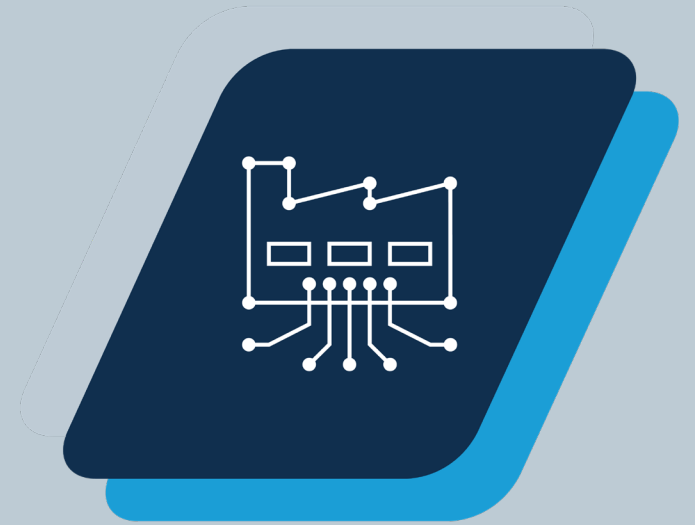


**Because this is
the present and
the future of
ceramics world**

Prime



**From Prime to Remote
Assistance: The
Industry is definitely
smart.**



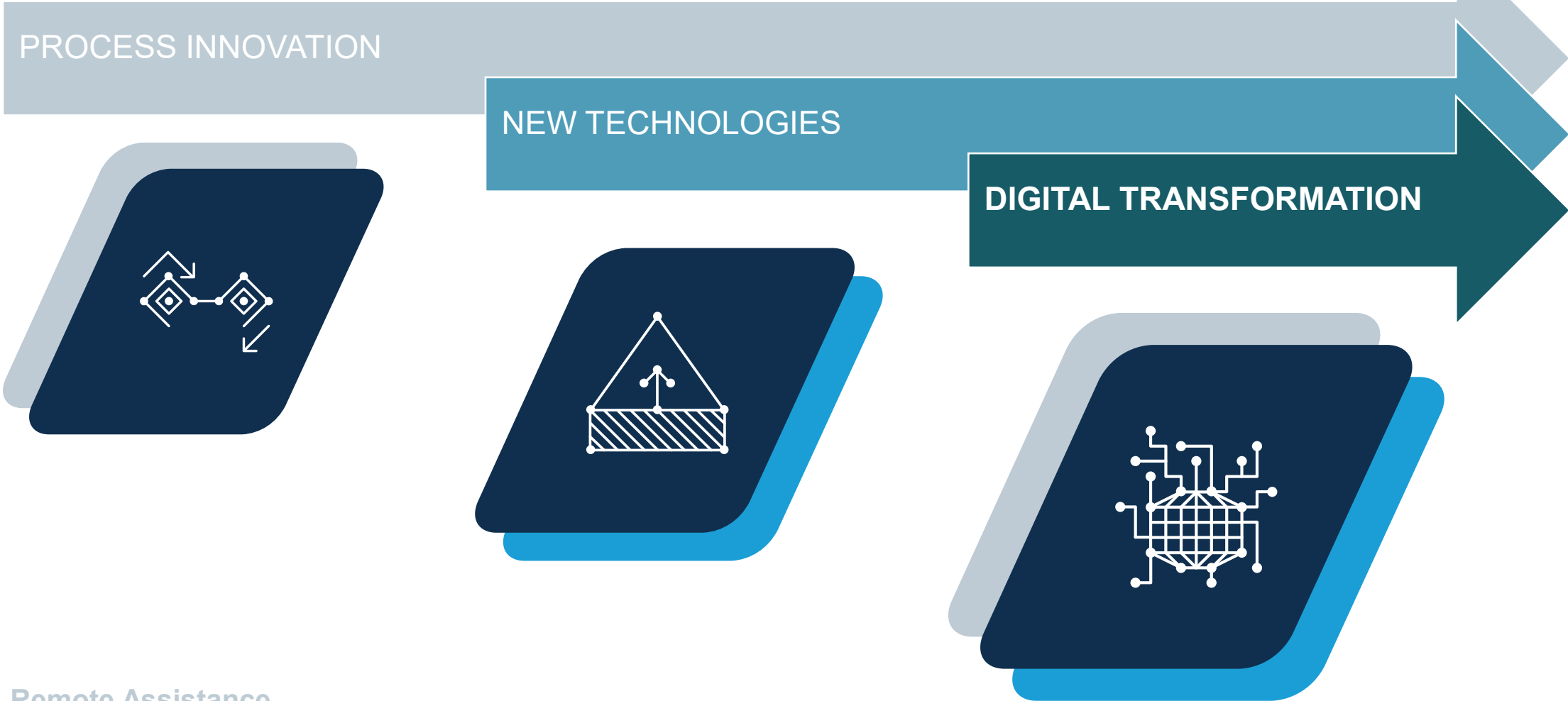


Digital Transformation

Remote Assistance



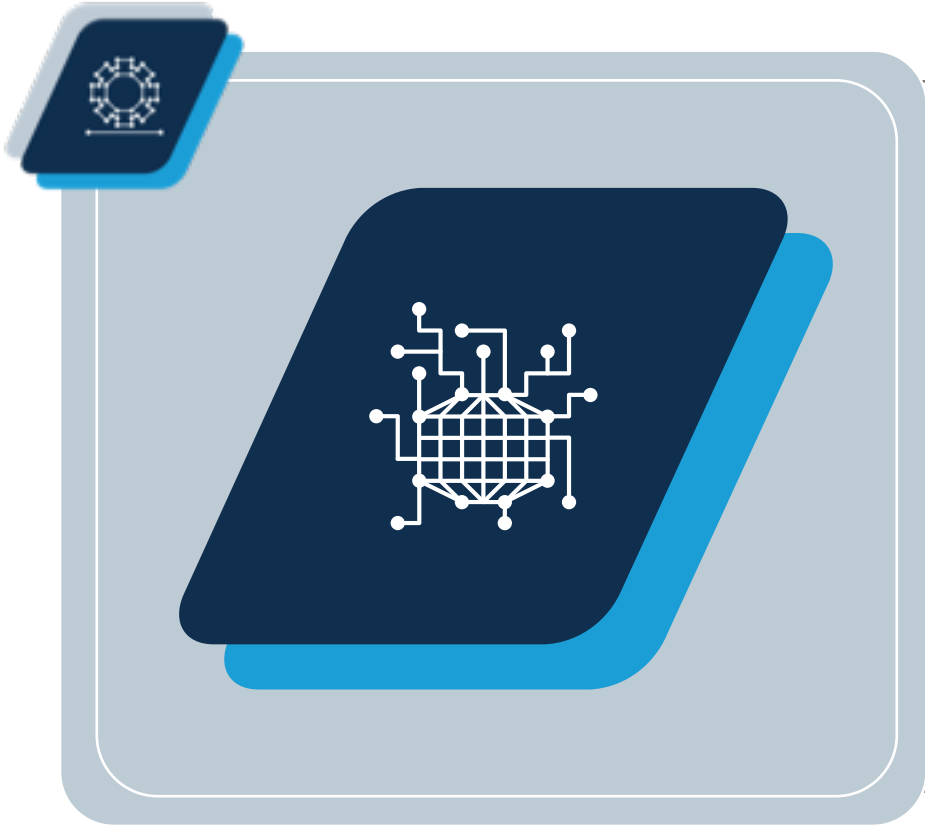
Digital Transformation



Remote Assistance



Technical Assistance



ON SITE

- Installation
- Problem Solving Activities
- On field technical support

REMOTE
Assistance Software
Platforms

**AUGMENTED REALITY
EXPERIENCES**

- Smart Glass
- Backend Computer

Remote Assistance

Augmented Reality



Platform cooperation with
Augmented Reality



Specific contents creation for
Knowledge Management



Technical support through dedicated
Procedure & Documentation

Remote Assistance

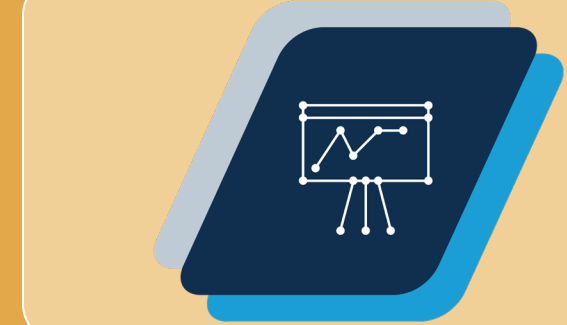
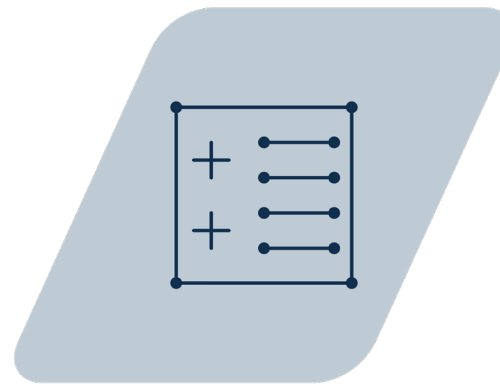
Benefits & Advantages



INSTALLATION / ASSISTANCE

- Stay close to the customer
- Prompt technical support
- Customer satisfaction & fidelity
- Costs & resources optimization

Remote Assistance



TRAINING

- Quick supply
- Reduced investment
- Better activities organization
- More personnel involving



Thank you

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