

Remote Support Kit

Augmented Reality-Powered Remote Assistance



On-Demand Global Support – See What They See

New pandemic-driven restrictions on travel and on-site engagement for government and commercial industry have rapidly increased demand for virtual interactions.

CACI's Remote Support Kit (RSK) addresses this need directly, offering industry-leading augmented reality (AR) expertise and technology to warfighters that increases the lethality and effectiveness of their products. The kit leverages its unique technology to provide secure, real-time, high-bandwidth communication, while its extremely low latency, bi-directional, and fully-interactive audio and video capabilities maximize efficiencies to maintain the highest levels of readiness. When on-site support is not possible, the RSK provides an interactive link that enables any kind of expert subject matter support, from training to engineering.

With the RSK, technical exchanges come to life when experts view the problem through a user's eyes, allowing the user to rapidly process and apply AR instruction – as if the expert was standing next to them.

For more information, contact:
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For more information about our expertise and technology, visit:
www.caci.com

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Features

- Real time audio/video experience decreases the time required to resolve hard problems
- AR overlay creates real time drawings for users to follow directly in their field of view
- Remote desktop capability allows experts to take the controls to solve complex problems
- A secure and obfuscated connection allows for operation in and through contested environments
- Provides support access to more than 130 countries out of the box
- Rapidly deployable, self-contained kit that can be operational in minutes

Benefits

- Helps minimize equipment down time and maximize mission effectiveness
- Kit is built on leading collaboration tools such as Microsoft® Teams, Microsoft Dynamics® 365, and TeamViewer™
- Future support for AR triage and instructional guides to solve simple problems without additional support

Assist Components



Secure Backhaul



Get Your Questions Answered in Real Time with the RSK

Current support methods lack the ability to see what the user is seeing, which prolongs technical exchanges and increases down time. CACI's RSK offers an immediate solution by leveraging state-of-the-art AR and collaboration technologies. Technical exchanges are notably more effective when the expert has the ability to view the problem through the eyes of the operator in real time. Similarly, the operator can rapidly process and apply instruction from an AR overlay, much like having an expert standing right next to them.

Support calls can frustratingly take hours at times; now they can be resolved in minutes. Subject matter expert assistance can be visualized in real time using either a smartphone or Microsoft's HoloLens 2 smart glasses. Built-in tools provide bi-directional live audio/video and let experts draw instructions on an operator's live video stream. These instructions are then rendered in AR and show up in the operator's field of view. A user can now get instruction on how to set up a piece of hardware or software on demand and up to mission-ready standards with an expert at their side virtually.

CACI's RSK also provides secure communication via a global connection to the internet. Most current support solutions offer little to meet the security and deployment requirements of CACI customers, while the RSK leverages proprietary secure tunnel technology to encrypt and obfuscate location and virtual private network (VPN) traffic for operation in the most contested environments. In addition, an anonymous eSIM-based MiFi® router provides cellular connectivity to more than 130 countries.

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