The iTerate™ platform provides administrators, technicians, service representives & trainees with the tools needed for powerful and seamless real-time collaboration in both the installation & servicing environments.

Asynchronous collaboration, while very useful in forms like email and text messaging, quickly loses its effectiveness in situations where real-time teamwork is needed to tackle a goal. Be it a malfunctioning piece of machinery or a complex load balancing exercise, problems are best tackled working together in a group with real-time feedback. The iTerate platform exists for this very reason: to allow instantaneous and uninterrupted collaboration between all parties working on a common issue, and accelerate the speed at which the problem can be resolved.

Benefits of the Platform

• Ensures equipment is installed/repaired correctly the first time by giving technicians the means by which to access installation manuals, as well as communicate and collaborate with technology experts located offsite

• Correct initial installation/repair improves customer satisfaction and the perceived product and service quality

• Reduces total service time, minimizing costs to you and improving customer satisfaction

Key Features:

- Low bandwidth platform for collaboration using voice, video and data
- Seamless synchronous collaboration to improve the efficiency of installations, repairs & servicing
- Provides a database of product & service manuals which can be marked up in real-time, informing technicians of the proper procedures required
- Equips field technicians with the guidance of offsite experts, expediting service & repair procedures
- Synchronous collaboration and an embedded testing platform can expedite the training of new technicians
- Technicians can continue to gain certifications in various product installation, servicing & repairs through the education & testing platform
- Platform can also be used with distributors to troubleshoot problems remotely

Request a Free Demo

See for yourself how iTerate™ can help your organization maximize its collective wisdom through a real-time collaboration and education platform. Email us today at sales@noveda.com
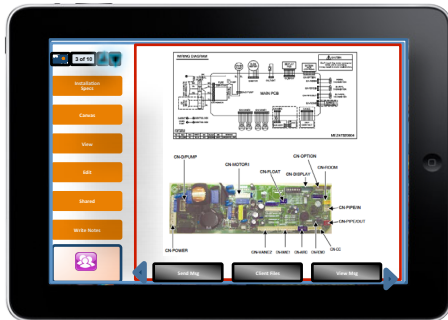
NOVEDA
TECHNOLOGIES

iTerate™ Schematic

Universal Login
Technicians, Administrators, Trainees & Customers

Field Service Platform
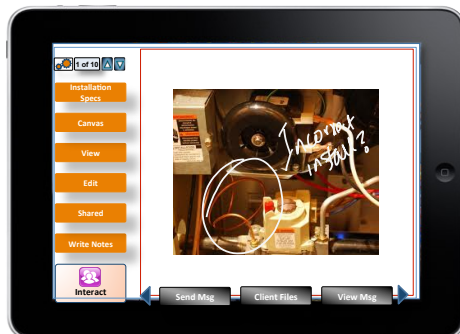**Facilitates training & Technician collaboration**

Installation Manual Repository
Real-time & updated for all collateral

Real-time Collaboration Platform

Remote Diagnostics Features

Site Assessment

Testing & Certification