

Remote work support solution **Optimal Second Sight** provides staff safety and security, and increases job accuracy and efficiency

KEY POINTS

- 1 Improve safety of inexperienced staff by off-site work video sharing
- 1 Improve staff deployment and work effectiveness through accurate remote guidance
- 1 Available for various situations, including offline and on mobile devices
- 1 Revolutionize operations in any division of your company

TBM Mega Solar solar panels

Using a remote solution to solve management issues

Toyo Building Maintenance, Co., Ltd (TBM) provides facility management, construction, cleaning, security and other commercial building-related services.

Many employees of TBM have work outside of the office, including during weekends and the middle of the night. As a result, improving work efficiency and revamping working styles are key issues for TBM.

So, in 2015, TBM decided that a remote monitoring service to observe off-site work from the head office was needed. However, before looking at Optimal Second Sight, the company first tried another service.

Unfortunately, that service could only transmit the site condition as still images, and operators could only contact off-site workers by voice call. Not only did the service have limited features, the company also suddenly stopped offering the service. TBM needed a better replacement quickly.

Giving proper support by sharing real-time site video

After this, Optimal Second Sight was considered. This service provides communication in two

directions. First, the off-site worker can share the current work situation by transmitting real-time video of the work site through the camera of a smart glass, smartphone, tablet, or another internet-connected device. And the operator can communicate with not only voice calls. Work instructions can be displayed over the video with the red pen or pointer features. These features are powered by OPTiM's patented "Overlay Technology" (Japan Patent No. 5192462). It is also possible to transmit manuals or other documents to the off-site worker.

This remote monitoring lets users to view a work site from multiple perspectives, as well as allowing the head office to precisely understand off-site work setups and procedures, both of which can help increase work accuracy and prevent mistakes.

Optimal Second Sight has advantages over competing products with not just features, but with better pricing. "I wanted this kind of product" said Masaru Suyama, chief of Mega Solar promotion, first division, who single-handedly instigated the use of Optimal Second Sight in the company.

Toyo Building Maintenance Co., Ltd.

Founded in 1973. Current services include equipment management, construction, cleaning management, security, and making any space to be safe and secure. In addition, with solar panel service Mega Solar, office moving support, remodeling, and cleaning, the company be a part of any aspect of building and room management.



Toyo Building Maintenance Mega Solar Promotion, First Division Head Masaru Suyama



Configuring a large display made of 9 59cm x 105cm panels. The status of all of Mega Solar's electricity generation systems countrywide can be observed easily

He also contributed to a new feature of Optimal Second Sight: offline support. "Mega Solar facilities are often in places with spotty cell coverage, so sending real-time video is impossible. So, I requested a new feature to take

images offline, and then have the images sent to headquarters when the off-site worker's device is able to connect to the internet."

OPTiM was able to develop that feature within a few months. Only six months passed from the initial request to having the service fully integrated at Mega Solar. For TBM, Optimal Second Sight was a huge step up from the services previously used.

From Mega Solar, TBM expanded use of Optimal Second Sight to other departments. For example, BACS Center, which manages 160 unmanned buildings.

A voice of support from HQ, working to prevent accidents

So, what actually happens when a company uses Optimal Second Sight?

After introducing Optimal Second Sight to its workers, BACS Center said that many regular inspections could now be done by one person, when, previously, they had to be done by two people. According to BACS Center Director Makoto Sasaki, out of 140 buildings that require periodic inspection, 90 are already able to be handled by one person. And, excluding large-scale

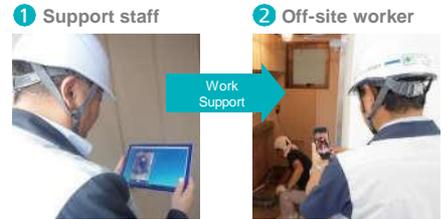
buildings that cannot be handled by only one person, BACS Center is planning to increase the number of buildings handled by one person. Already, the effective use of personnel is steadily progressing.

Furthermore, Optimal Second Sight is said not to only improve staff utilization, but it also improves work support. A new staff member may have gaps in knowledge to properly handle some off-site work. In that case, Optimal Second Sight allows for an operator to send detailed instructions over the real-time images, and give reassuring support through a voice call.

According to Director Sasaki, "In the past, when off-site workers has questions, they would call headquarters and receive only vocal instructions over the phone. Implementing Optimal Second Sight allows us to not only give visual instructions on how to do work, but also lets us explain to *not* do work. For example, if a worker is working with a high ladder, and the operator considers climbing it alone to be dangerous, the operator can instruct to not do that work for now." This kind of



Toyo Building Maintenance
Construction Sales Division
Hiroshi Sasaki



Give directions on tablet or smartphone

communication has greatly contributed to accident prevention.

The future of remote support across the company

Regarding future use, Director Sasaki says, "In the future, we will be able to check video in Tokyo from the BACS Center in Osaka. We can also provide smart glasses to partner companies for them to conduct the periodic inspections, which would reduce the number of times our staff would have to be dispatched during weekends and the middle of the night, improving our working conditions." In addition, at TBM, the implementing Optimal Second Sight to other departments, such as inspection and evaluation, as well as cleaning, have begun, and research is being conducted to introduce it to the Construction Management department.

Director Sasaki often tells his staff that "Optimal Second Sight is being used by people in our field, and advancing it. Straight from the work sites, the voice of Optimal Second Sight is being refined and spreading.



Toyo Building Maintenance
BACS Center
Director Makoto Sasaki



A custom carrying case for the remote support equipment



When working with the operator, one person can perform routine inspections



Air conditioning, lighting, and other standard building facilities can be inspected

For more information on Optimal Second Sight, contact us through our website.

■ <https://en.optim.co.jp/remote/secondsight/>

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