



Gemvision

Pricing plans

	INTRO	STARTER	PROFESSIONAL	ENTERPRISE
Price per month	€ 250,-	€ 495,-	€ 1.495,-	€ 2.995,-
Users	10	25	80	200
Private & Secured platform	✓	✓	✓	✓
Augmented video calls	✓	✓	✓	✓
User management	✓	✓	✓	✓
Multi conferencing <small>coming soon</small>	✓	✓	✓	✓
Groups	✓	✓	✓	✓
Guest calls	✗	✗	✓	✓
Chat <small>coming soon</small>	✗	✗	✓	✓
Workflows	✓	✓	✓	✓
Client Callcenter	✗	✗	✗	✓

Free version

You can try Gemvision for free. Just sign up and use the Augmented Videocall features with a maximum of 3 users. The videocall has a limit of 1 hour per month.

Custom

Would you like more than 200 users or are you in need of features that are not in your plan, then contact sales.

You can also request a quote for custom features such as:

- Api/ Software integration
- IoT integration
- Training & implementation





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Summary features

- Dashboard for desktop (Chrome, Safari, Firefox),
- Dashboard for smartphone/tablet browser iOS; Safari, Android; Chrome
- Native application for smartphone/tablet: Android/iOS
- Smart glasses application; Android.
- Cross device calling for all devices.
- User management module & easy user onboarding
- Group creation module for private teams
- Fully private and secured environment
- Encrypted data transfer
- Data security certification (ISO/NEN)
- Video call (P2P)(Across all devices)
- Switch video quality to HD/VGA/Audio
- In-call live instructions (draw/write on screen etc.)
- Screen sharing for browsers
- Shared files & activity user log
- GPS user data
- Recording video calls
- Scanner supported
- Smart Glasses workflow builder
- After call reporting (PDF)
- Voice recognition preparation (Custom)
- Object recognition supported (Custom)
- IoT integration (Custom)
- ERP/API integration (Custom)
- Bulk Cloud (file) storage (Custom)

Features explained

Augmented video call

Screen sharing

From desktop to mobile, tablet or smart glasses. Show directly what is on your screen. This is even faster than sharing files or photos. Just show them, like field users show you their view.

Adjust video quality

HD, VGA or only audio. A setting for every quality of connection. Obviously, you want HD all the time but sometimes it's necessary to adjust the quality to get the job done.

Take and save screenshots

To save what the field user sees. Dashboard users can save screenshots and edit them with instructions for the field user to follow. These can also be saved for quality assurance reports.

Augmented instructions

Pointing out something to the field user with a mobile, tablet or smart glasses has never been so easy. Take a snapshot and type

instructions in the receiver's field of vision, so the field user sees exactly what you mean.

Augmented drawing

Draw live on screen, to point out exactly which part the caller has to interact with. Use different colours, type next to your drawing and save this snapshot for later use.

Zoom function

When the caller shows you something, their hands are usually occupied, if you want to take a closer look, just zoom in using the zoom functions on your dashboard or mobile caller portal!

Group conferencing (Coming soon)

Watch with multiple viewers through the eyes of the person wearing the smart glasses, set up a conference call with multiple users or use this feature for your own specific needs involving multiple users working together, using all the augmented in-call functionalities.

Save snapshots and drawings

Once you've given instructions on a snapshot,



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you might want to save this real-life scenario for training purposes or quality reporting. No problem! Just hit save during the call, after you've given the instructions and are ready to continue.

Dashboard features

Design & Language

Ease of use is paramount, because Gemvision aims to help. All the necessary features are just one click away. Gemvision is available in English, Dutch, German, French, Spanish, Japanese, Portuguese and Italian.

User Status & Navigation

See clearly who is online, offline or sorted by status. Or send a message to request a user to come online. It takes just one click to select a user or start a video call.

Activity Log

This is your timeline. Tracking (missed) video calls, sent and received files and everything else. It's important that you can track which users assisted who and for what job. This creates your track record.

After call / workflow reporting

Automatically generate a PDF file that is sent to your mail whenever a call is completed. This will include all the call activity and pictures and such. Workflow reporting is possible too for data capture.

Shared Files

All the files, pictures and more sent by fieldworkers wearing smart glasses, or using smartphones and tablets are stored here. Filters allow you to easily trace shared files from different jobs.

GPS Location

Having access to your colleague's whereabouts can be very useful, for example when planning subsequent jobs. Obviously,

you can turn this off if necessary, but it gives you a great interactive overview of the team, on a map.

Screen sharing

From desktop to mobile, tablet or smart glasses. Show directly what is on your screen. This is even faster than sharing files or photos. Just show them, like field users show you their view. For best quality, use Firefox.

Tools

Remote video support

Augmented remote support. For you field team and to service clients. Just select a user and start a video call to give the user in the field remote support and advice. This is made easy by all the great tools at your disposal during the call. Use screen sharing, augmented instructions, video recording and more to make sure the problem is solved in the best way possible. For smart glasses, smartphone and tablet.

Chat

When talking isn't an option, we can still chat. (coming soon)

Step-by-step workflows builder

Easily design workflows, guides and other step-by-step plans to use on mobile, tablet and smart glasses. Just drag and drop the blocks into place, add text and visuals, export them and you're good to go!

Offline workflows

These workflows, or step-by-step guides, can be used offline. Simply sync them once to the device and use them even when you don't have an internet connection.

Object recognition supported

Add an 'Object recognition' step to a workflow, where an object has to be recognised in order to proceed with the next step. This is a way of



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validating content or it can be used as a 'four-eyes principle' where you validate certain content, or items identified by QR codes or barcodes. (Custom feature)

Scanner

Add the 'Scanner' step to initiate the appropriate workflow for a particular job, or to provide the right information. You either scan a barcode, a QR code or any other supported format.

Take pictures

When proof of installation or progress is needed, use a 'picture' step to record the process visually. One cannot proceed if the proof of completion is not uploaded in the form of a picture.

Record & download video streams

When you're a desktop user, you can record your video stream, or the incoming video stream. This could be the sent from a smart glasses, smartphone or tablet user. It's ideal for training purposes, reviews or accountability. Once the record is stopped, it will automatically download to your computer and is ready for editing and sharing.

User management

Super Admin

The one user who is in control of everything. From creating the environment to billing and more. This user can edit roles and users on the highest level.

(General) User

This user offers or receives remote support to and from users in the field who use smartphones, tablets or smart glasses. This user does not have to edit roles and so on, because they are part of the team.

User type for client service

Combined with the call center for 'end-clients',

you can invite your clients to the platform and provide an instant video support service with a special user type. These clients receive an application as part as your service desk with a direct line to your employees, to show what is the matter, before on-site support has to be arranged.

Callcenter for client support

Easily switch between internal team support and external client service. With just a click of a button you open the callcenter where client support videocalls come in. You serve them just as you'd do with an a team member. The clients use the Gemvision app with their client user account to call for support. This way you can see and assess the problem directly and instruct the client with some much needed advice.

Groups

Groups, teams and locations

This is a great feature if your company has to manage multiple teams or locations. Simply add users to a group, so they can operate in their own closed environment.

Rules & Restrictions

Groups allow you to control 'who sees what' and 'who can contact who'. This is useful when you're dealing with private client information, for example, or other information that has to remain inaccessible for other users.

Group Conferencing (Coming soon)

This feature is expected to launch soon. It allows you to add users to your call and, for example, to join a smart glasses stream for educational purposes, or just to start a group conference.

Security & Privacy

Your own communication platform

A fully private, plug-and-play environment.



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You start with a clean slate that responds to how you want to use it. Add users, multiple devices, install extra features and best of all: you can start today.

No third party software

All data streams are highly secure and Gemvision does not use any third-party software to run. This means that we make sure all data is encrypted and our servers have the highest-grade privacy certificates.

Secure connection

Hyper Text Transfer Protocol Secure (HTTPS) is the protocol over which data is sent between your browser and the website you're connected to. The 'S' at the end of HTTPS stands for 'Secure'. It means all communications between your browser and the website are encrypted.

Cross device compatibility

Admin / user dashboard for desktop

Manage your workforce, offer remote support to field users or edit users' roles and much more. This is the dashboard where your environment is managed.

Android field user app for mobile and tablet

Manage your workforce, offer remote support to field users or edit users' roles and much more. This is the dashboard where your environment is managed.

Android app for smart glasses

Download the dedicated smart glasses app in the store corresponding to your glasses. Please refer to our compatibility page to see the latest supported smart glasses. We support and highly recommend using Vuzix M400 and Vuzix Blade smart glasses for the best performance.

Google chrome extension for screen sharing

To make the most of Gemvision, use Google

Chrome as your browser and install the Gemvision extension from the store. This will enable screen sharing to mobiles, tablets and smart glasses. Firefox can be used without a plugin.

Cross user and cross device calls

Call from any user to any user

It actually speaks for itself. There is no limitation. Field users wearing smart glasses can call each other, team leaders and even the super admin can give you a ring.

Helpdesk to smartglass, mobile to tablet, tablet to tablet, etc!

Communicate with any device. Again, there should be no limitations in terms of device communication.

Guest calls

Create an anonymous call to invite someone that is not part of the platform to do a videocall. All the features are available from the normal remote support calls.

Connection

Wi-Fi

If you have Wi-Fi, you have HD Gemvision. We also have a connection checker and troubleshooter to see if your connection is optimised. Thick layers of security in on-site networks can make the network very rigid and prevent Gemvision from operating flawlessly. Check out our compatibility page for more information.

Mobile data

Smartphones and tablets usually have great connections with mobile data. If you use smart glasses, connect them to a smartphone or tablet. Preferably use a powerful 4G we.stream hotspot, to assure a steady