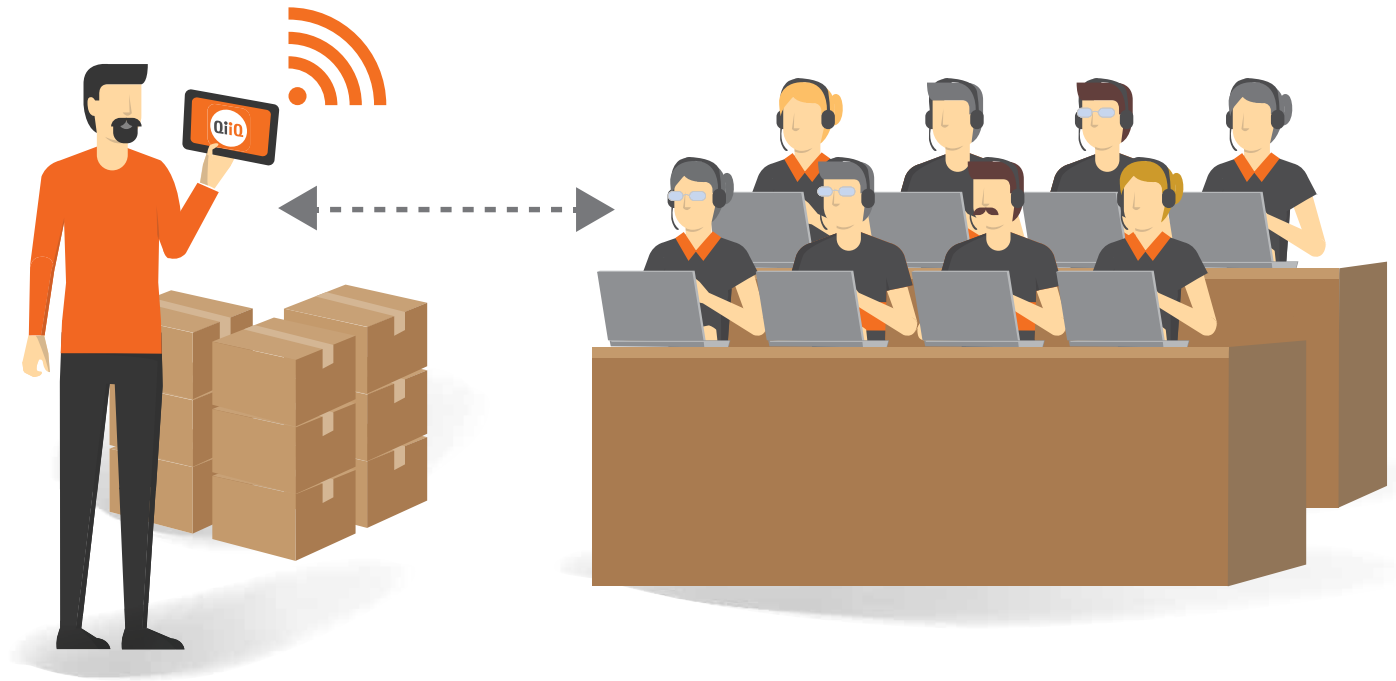


**ONSITE INSPECTION**

**PRODUCTS EXPERTS OFFICE OFFSITE**



# **SGS REMOTE INSPECTION**

**STEP BY STEP GUIDE FOR EXPORTERS**

## WHAT IS REMOTE INSPECTION

SGS has introduced the concept of Remote Inspection with an app named "SGS QiiQ". Our solution provides a highly interactive collaboration experience that is proven across large field deployments.

It consists of an SGS Desktop Inspector ("SGS"), sitting in an SGS office, assisting a Client, located in her/his own premises to perform a basic inspection with the assistance of SGS and via the use of SGS QiiQ.

Via QiiQ, SGS invites the Client in a call during which SGS will be able to hear and see what the Client is seeing, through a mobile device used by the Client. The Client mobile device can be a mobile phone (Android, iOS), a tablet (android, iOS) or even smart glasses (ODG, Vuzix, Google glass, etc.).

SGS QiiQ will allow:

- Logging of the complete inspection track
- Recording of the video stream
- Taking picture from the mobile device
- Exchanging documents (e.g. pdf, pictures, video) between the Client and the SGS
- Annotating images, whiteboard feature

The Client will receive an inspection schedule request from the SGS to perform the assisted inspection with details on how to download, install and use SGS QiiQ.

In order to be able to perform the assisted inspection, sufficient connectivity shall be available at the place of Inspection of the Client, 3G/4G or Wifi.

The complete track of the inspection shall be stored to be able to provide it to the Principal upon request for proof of inspection.

## IMPORTANT POINTS

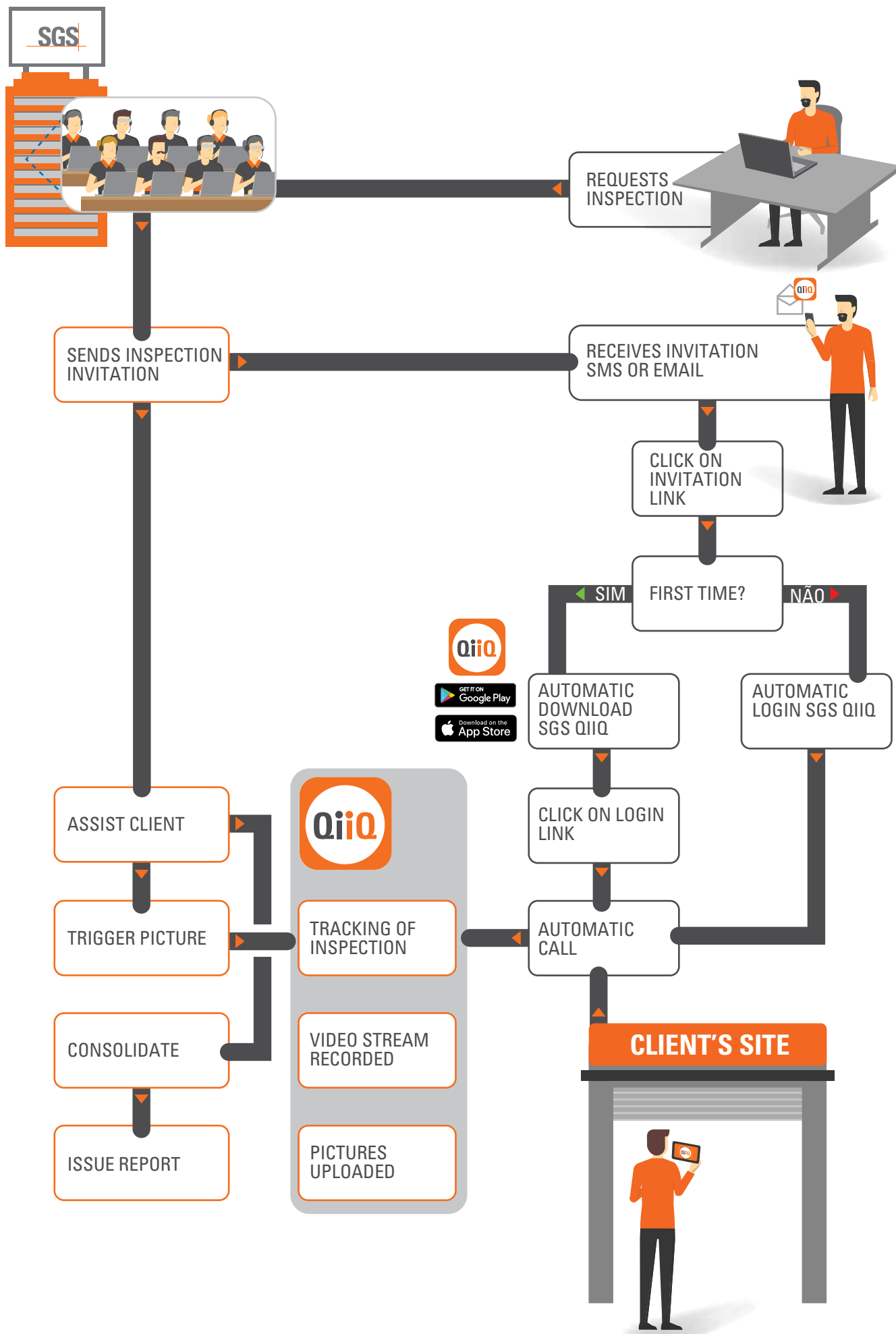
- The software can be installed on any smartphones, tablets, smart glasses and computers (min Android version 4.1 & above – min IOS version 9.0 & above).
- Recommended dandwidth up and bandwidth down: 256 Kbps
- Be sure to have a loaded battery on the Mobile device, usually a remote inspection uses ~150 mAh / per 10 min.
- Standard Mobile device batteries have usually more than 1500 mAh capacity, i.e. a 10 minutes' call should consume ~ 10% of the battery. High Brightness of Screen will increase the consumption.
- A 30 minutes' session, will use around 400mb of data transfer, thus if you are using 3G/4G be sure to have a Data plan accordingly. This will depend largely also on the number of pictures taken during the inspection and the quality of the Client's mobile device Camera.
- The video stream quality can be adapted by SGS to lower consumption, but it should not affect the quality of the pictures taken.
- Try to be steady so that the camera can easily focus before taking pictures. This is even more important on low light conditions.
- On a low bandwidth, the transfer of the snapshots will take more time.
- While a snapshot is taken, the video stream is some time stopped temporarily.

## WHY USE SGS QIIQ

- Remote Inspections is performed faster and in an easier way than standard inspections:
  - Easier scheduling, no need for the inspector to travel to the premises and register at the reception.
  - No more delays due to heavy traffic or weather condition, car breakage etc.
  - Avoid abortive inspection charges
- Full recording of the inspection, brings assurance on quality of the inspection.
- Easy to use for the Client as all the technical part is handled by SGS.

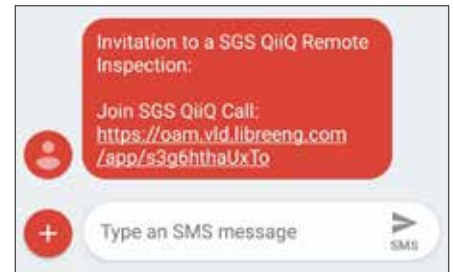
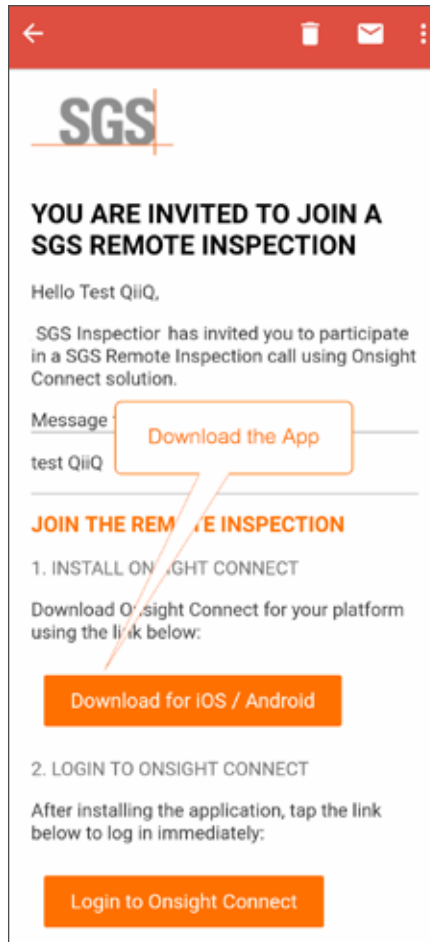
For more information about SGS remote inspection, please contact [QiiQ@sgs.com](mailto:QiiQ@sgs.com) or visit [www.sgs.com/QiiQ](http://www.sgs.com/QiiQ)

# HOW IT WORKS



## STEP 1

The Client will be invited for a remote inspection by receiving an email or a SMS similar to the following, in which she/he will have the instruction on how install/connect for her/him to **SGS QiiQ** to be able to perform a remote inspection.



## STEP 2

The Client follows the link provided in the invitation.

First time users will automatically be redirected to the app store (Apple or Playstore depending on the mobile device) and install **SGS QiiQ**.

### ANDROID PLAYSTORE



*go to android playstore*

### APP STORE



*go to itunes*

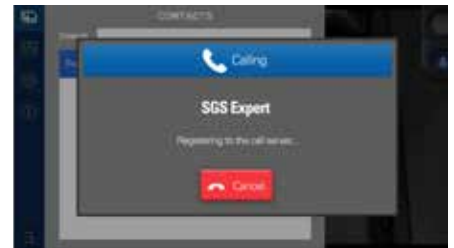
## STEP 3

After the installation of **SGS QiiQ**, the application will automatically try to login. Instead, the Client shall return to the email or the SMS and click again on the link to connect to the application.

Login will then be automatic, when clicking on the email or SMS link.

## STEP 4

The Client is now logged in and the call is automatically initiated with SGS, who will receive a notification.



Alternatively if SGS calls the Client a pop up message will appear, click to accept the call.



## STEP 5

When the connection is established the initial view for the Client will be like the following.

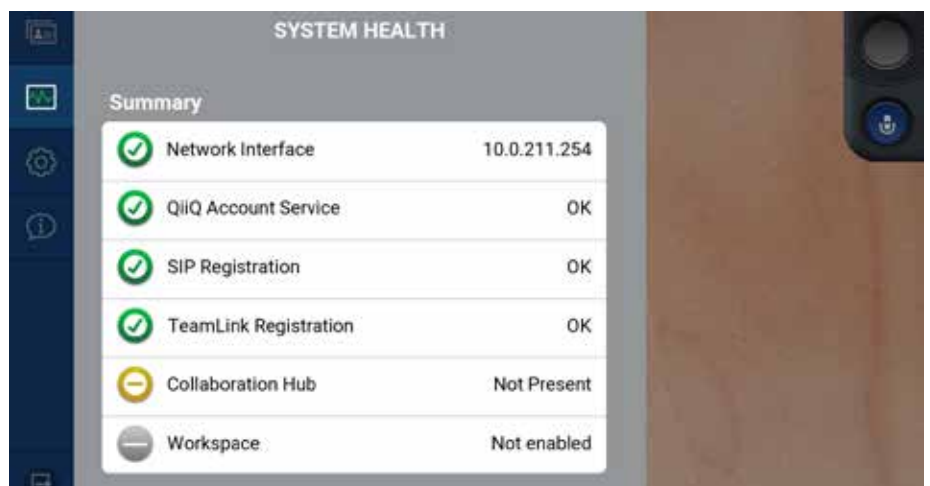
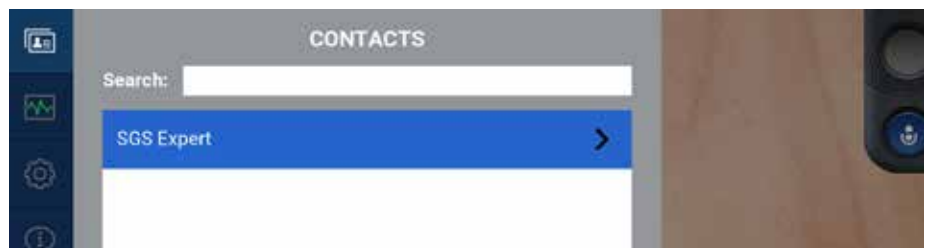
Only 2 main functions are available (on top right):

- Mute the microphone
- Hang up the call

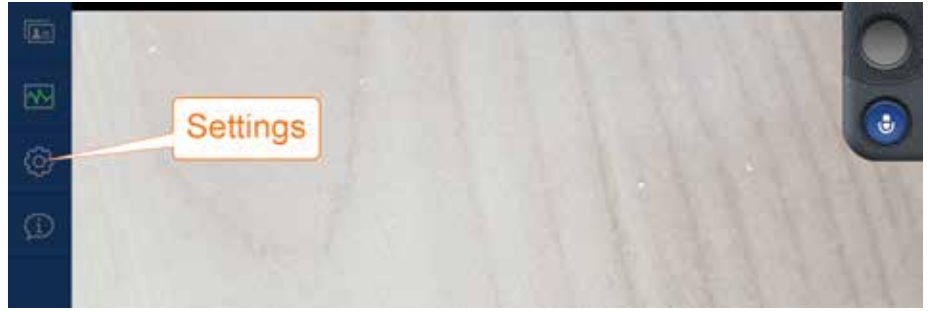
On the left are some optional functions that Client can access:

- The contacts list allows the Client to call back SGS in case of communication interruption.

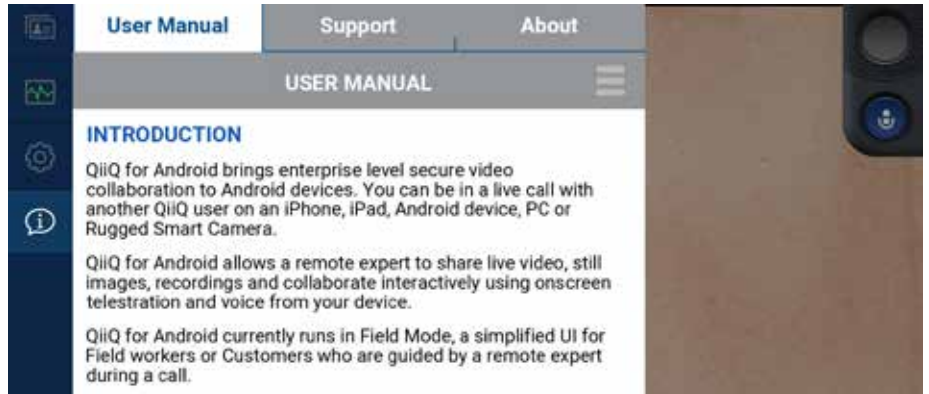
- The System health: All the statuses of the communication should be green, (except for the last one yellow).



- Settings is not needed, will be used only for troubleshooting.



- Help section will provide detailed help on the remote inspection functionalities.



## STEP 6

SGS will initiate the video stream, broadcasting the Client's view to SGS.

## STEP 7

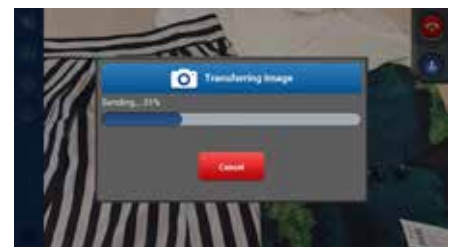
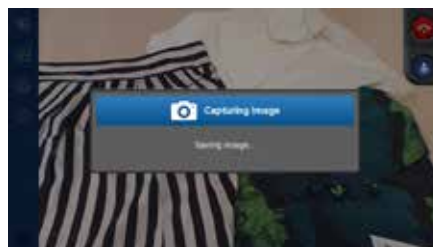
SGS can record the complete video stream: an icon on the top right corner will show that the sessions is recorded.



## STEP 8

SGS will direct the Client to perform the inspection.

When SGS triggers picture, the Client will be notified.



## STEP 9

SGS can share the picture taken with the Client whenever needed.

The live stream will still be displayed in top bottom right corner.



## STEP 10

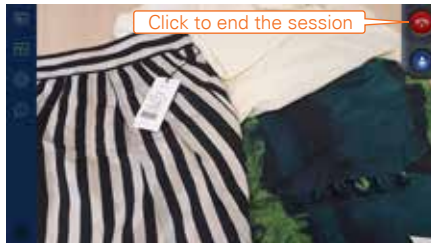
“Telestration” is possible, i.e. annotation on the video stream or the picture displayed.

Both SGS and Client can draw on the image.



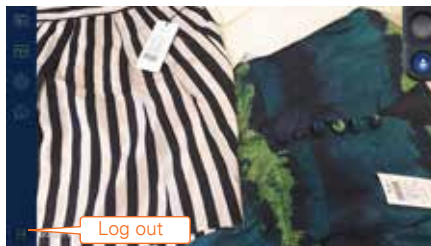
## STEP 11

To end the session the Client will click on the upper right corner.



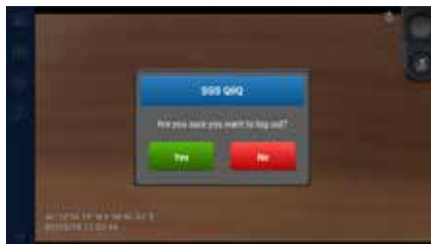
## STEP 12

Whenever the call has ended a new log out button appears at the bottom left.



## STEP 13

The Client confirms the Log out.



## STEP 14

If the Client does not confirm the log out. The application will still run in the background allowing to receive calls.



[WWW.SGS.COM](http://WWW.SGS.COM)

WHEN YOU NEED TO BE SURE

