

Connecting Every Vendor. Solving Every Issue. Faster.

How a national building services provider used Telepresenz® Smart Ops™ to bring multiple vendors together in real time, resolving hospital HVAC failures 80% faster and ensuring uninterrupted patient comfort.



80%

Faster fault resolution through live, multi-vendor collaboration



90%

Lower travel costs by replacing onsite visits with secure remote sessions



100%

Digital repair traceability with automated documentation

Client: Confidential National Facilities & HVAC Services Provider (Hospital Operations)

Industry: Building Automation / HVAC / Critical Facilities

Scale: Nationwide field technicians supporting hospital infrastructure

Worker Environment: On-site hospital maintenance teams requiring rapid, vendor-specific technical support

IT Environment: Secure public cloud, enabling cross-vendor collaboration without infrastructure restrictions

Devices: RealWear HMT-1 for technicians; desktops/laptops for vendor experts across multiple OEMs

Hospitals demand continuous uptime — every system, from air handling to automation controls, directly impacts patient care, infection control, and safety. The facilities service provider supporting these hospitals faced recurring delays whenever faults required input from multiple equipment vendors.

Each subsystem — chillers, control panels, BMS interfaces — was maintained by a different OEM or subcontractor. Coordinating them through calls and emails was inefficient and error-prone. Travel restrictions, scheduling conflicts, and limited visibility prolonged fault resolution from hours to entire shifts.

"Hospitals don't get a pause button. We needed all the right experts to see the issue right now — not tomorrow."

Building Services & HVAC

Solution: Telepresenz® Smart Ops™ for Digital Inventory Management and Remote Inspections

The provider implemented Telepresenz® Smart Ops™ to create a unified digital workspace where on-site technicians and remote vendor experts could collaborate instantly.

Technicians equipped with RealWear HMT-1 hands-free devices streamed live video from fault locations. Multiple vendor SMEs joined the same secure Smart Ops™ session to visually assess components, review sensor readings, and guide corrective actions.

No VPNs or IT integrations were required — Smart Ops™ enabled seamless cross-company participation while maintaining enterprise-grade security. Every session was recorded for compliance, training, and warranty validation.

"Now our vendors can literally see the fault, collaborate instantly, and help our techs fix it in minutes — not hours."

By centralizing collaboration through Smart Ops™, the provider reduced average fault resolution time from 6–10 hours to less than 2 hours, keeping hospital systems continuously operational.

Vendor travel and site visit costs were cut by 90%, while safety and compliance improved through consistent video documentation. Technicians became more confident and efficient, supported by live access to multiple SMEs during critical interventions.

Key Outcomes:

- 80% reduction in time to diagnose and resolve faults
- 90% drop in vendor travel and coordination costs
- Zero operational downtime in critical hospital systems
- Improved transparency and auditability with video evidence
- Stronger technician confidence through multi-SME support

"Smart Ops™ turned every service call into a live collaboration hub — our vendors now solve issues together."



About Telepresenz®

Telepresenz® — AI-Powered. Frontline-Focused. Future-Ready. Telepresenz connects inspectors, engineers, and administrators through real-time collaboration and AI-powered operational workflows. With Smart Ops™, aerospace teams gain digital control over inspections, inventory, and compliance — turning complex maintenance programs into seamless, transparent, and efficient operations.