REVCORD'S INTERNAL USE OF IQ3 TECHNOLOGY

Summary

Revcord is a leading provider of recording and logging solutions and producer of enterprise investigation, inspection, and interviewing software technology, IQ3. The following use case highlights how **Revcord** utilizes **IQ3** and **RVI** technology throughout different stages of its operations.

USE CASE 1: Pre-Installation Site Survey

Before installing loggers at a customer site, Revcord conducts a thorough pre-installation site survey using IQ3's Remote Video Inspection ("RVI") feature. Through the Revcord MMS, you can send an SMS link or email to any mobile device with a camera. Once accepted, it opens the camera feed to the MMS user. The MMS user guides the person holding the device on where to go and what to inspect. This site survey can include conducting spatial reviews, taking measurements, evaluating power sources, reviewing rack configurations for ventilation and temperature control, assessing 66 block connections, and reviewing switch locations and overall connectivity.   This RVI technology enables Revcord's technicians to accurately assess the site's suitability for logger installation, plan for optimal placement and connectivity, reducing the need for onsite visits. This technology can be used for any products you offer your customers beyond loggers.

USE CASE 2: Post-Installation QA

After logger installation is complete, Revcord conducts post-installation onsite QA using the IQ3 app to ensure the loggers are mounted correctly, connected properly, have proper settings, and are operating as intended. This is all documented and recorded for the company and customer with bookmarks at each QA checkpoint. This provides accountability to the installer and the customer.

USE CASE 3: Systems Build QA Process

Every system Revcord builds goes through a comprehensive 24-point QA process. Each QA point is documented and recorded by the IQ3 app locally. The hardware, the software, the settings, and many other items are verified by a second person using the IQ3 app for every order sent out.

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MULTI-MEDIA LOGGING SYSTEMS

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USE CASE 4: Shipping and Receiving QA

Revcord utilizes IQ3 and RVI technology in its hardware shipping and receiving protocol to mitigate liability and legal exposure due to shipping incidents. When shipping equipment, Revcord conducts an A-Z machine inspection, ensuring that all parts are packed correctly and meet quality assurance (QA) standards. Prep and packing for transport are also verified using the IQ3 app to prevent shipping damage and ensure safe transportation.

Upon receiving equipment, Revcord conducts exterior package inspections for shipping damage using the IQ3 app recording and the accompanying documentation features. Equipment is unpacked and inspected for shipping damage, ensuring that all components are properly working before repair or restocking.

When a client receives a shipment that is not in good order, the Revcord shipping department conducts an RVI event with the client for its records for a shipping claim, eliminating any disputes.

USE CASE 5: Using RVI For Customer Service

Revcord's customer service team utilizes RVI technology for various purposes, including scheduled maintenance, client troubleshooting, technical field training, and pre-installation site survey. Scheduled maintenance, such as cutovers and shutdowns, can be conducted remotely using RVI technology, reducing downtime and minimizing customer operations disruption. Client troubleshooting can also be facilitated using RVI technology, allowing Revcord's technicians to remotely diagnose and resolve issues, saving time and resources.

Conclusion

Revcord's internal use of the IQ3 app and RVI technology for logger operations enables efficient and effective quality assurance across various stages, including pre-installation site surveys, post-installation QA, hardware shipping and receiving protocol, and customer service. Revcord is excited about this new technology and what it can do for you.