

## **K2 KINETICS LAUNCHES INTERACTIVE TECHNOLOGY FOR SALES & SERVICE**

**York, PA** (June 22, 2021) – K2 Kinetics has announced a partnership with “TeamViewer”, and their “xAssist” program to provide innovative remote support for all common smart glass models, helping to reduce customer response time and travel costs. The formal rollout of the program will be free and available to all qualifying customers effective immediately with a specific focus on sales, service, and factory assessment tests and applications.

“We reviewed global platforms for remote assistance and found the support of TeamViewer to be above and beyond industry standards,” stated Kevin Keller, Managing Director of K2 Kinetics. “Covid-19 forced us to think uniquely and strategically about addressing the needs of our customers in a remote environment, cutting down on response times, increasing productivity and lowering overall costs”, he added.

Thanks to the smart glasses, the remote team at K2 will see exactly what the technician on-site sees, and vice-versa. This is made possible by real-time video and audio transmission. “We didn’t see some of the legacy technologies around AR glass capable of performing to the K2 standard of communication - it was a lot of fits and starts. That inconsistency accelerated testing of AI glass and we have been incredibly pleased with the results to date”, added Roland Strabler, VP of Sales for K2 Kinetics.

AR markers will help the packaging and processing experts at K2 to visually clarify instructions and enhance communication real-time to on-site staff. The employee’s hands are free and can immediately follow the K2 technicians’ instructions. Several users will have the ability to collaboratively participate in each call and “virtual on-site” meeting, which allows for support from the K2 team of external experts to navigate pitfalls and save value time and money in troubleshooting.

“We invite all packaging and process engineers in the food and beverage industry to reach out to us for more information about the program”, added Phil Lapp, Director of Business Development and Marketing for K2 Kinetics.

For more information, email [Hello@K2Kinetics.com](mailto:Hello@K2Kinetics.com) or call **1-800-995-2832**.

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### **About K2 Kinetics**

*K2 Kinetics is a total solutions provider specializing in automation design, engineering, and integration of packaging solutions that seamlessly fit into the current plant operations and future capital needs of our customers. We work with global food and beverage brands to offer turn-key solutions to their post-processing packaging needs. Our best-in-class team of packaging automation experts collectively brings more than 150 years of talent and industry experience to your project.*

## About Team Viewer

*Launched in 2005, **TeamViewer** focuses on cloud-based technologies to enable online remote support and collaboration globally. To thrive now and in the coming years, businesses and individuals need remote desktop support, remote access, and online collaboration to be able to connect worldwide. TeamViewer is at the forefront of that innovation. We believe that wonderful things happen when people get together, and technology should make this possible for them from anywhere in the world. It should act as a catalyst to promote and amplify people's ideas and their ability to solve issues and overcome challenges. People have collectively used the technology from TeamViewer in billions of instances where distance and time would have otherwise prevented them from accomplishing their goal.*

