



Apr 30, 2019 12:00 BST

RAC uses smartphone video to fix more vehicles remotely

For many years the RAC has sought to help broken-down members by giving them technical advice over the phone. Today, however, the RAC has taken this to the next level by using smartphone video call technology.

RAC Remote Technician enables technical advisers to see problems faced by stranded motorists first-hand and is regularly being used to fix issues without customers having to wait for a patrol to arrive.

The system works in a straightforward way: when RAC call handlers identify a

breakdown that could potentially be fixed over the phone, the member is sent a web link via text message which, once clicked, enables RAC technical advisers to see the vehicle via the customer's smartphone. The member is then guided to point the camera to various locations around the vehicle so the adviser can assess the fault.

One of most common uses of RAC Remote Technician is to let technical advisers see a warning light which has appeared on the dashboard. With modern cars producing a myriad of warning lights it is often difficult for drivers to describe them so it is a major advantage for advisers to be able to see them first-hand.

In the instance of a puncture, the adviser can look at the damage to the tyre to assess whether it can be temporarily plugged by a patrol at the roadside or whether a new tyre will be required. The member can also be directed to show the adviser the tyre size so the RAC can make arrangements for a mobile tyre fitter to attend or for a replacement to be fitted at the nearest tyre centre.

It is also possible for the adviser to draw on the screen to show the member precisely where to look on the vehicle. This is proving to be very beneficial in fixing more vehicles. For example, when a car door will not close properly RAC Remote Technician can be used to show the customer what to do to free the catch.

If a vehicle can't be fixed it is also possible for RAC technical advisers to assess the environment to determine what recovery resource to send, whether that's a patrol equipped with the All-Wheels-Up recovery system or a larger, flatbed recovery vehicle.

RAC head of technical James Gibson said: "We have been fixing vehicles over the phone for many years, but the popularity and functionality of smartphones has given us the opportunity to fix even more issues without the need for customers having to wait for a patrol to attend simply because we can see the vehicle and the problem for ourselves.

"The more vehicles we can fix remotely, the better it is for everyone – the customer affected and our other members as it helps to speed up the time it takes for us to reach anyone in a breakdown situation."

Richard Forsyth, UK Director for SightCall UK, said: “As part of their focus on innovation, the RAC has been using SightCall’s Live Video Assistance to enhance their digital support strategy. With SightCall, office-based experts can support both their own roadside technicians and their customers, helping to reduce fault resolution times and in some cases prevent the customer waiting for an RAC patrol to arrive.”

The RAC Remote Technician service is powered by [SightCall](#) technology.

Notes to Editors

The press office email address is press.enquiries@rac.co.uk. **Please note:** the press office is unable to help with individual customer enquiries - please visit the [RAC contacts page](#) to find the right contact.

ISDN radio studio facilities are available for interviews Monday to Friday.

About the RAC

The RAC provides complete peace of mind to 12m UK private and business drivers, whatever their motoring needs. Its services include:

- **[Breakdown assistance](#)**. Its highly-skilled, 1,600-strong branded patrol workforce attends more than two million breakdowns every year, fixing on average four out of five vehicles at the roadside. The RAC’s patrol fleet is one of the most advanced in the UK, and was the first to roll out both an [All-Wheels-Up recovery system](#), allowing the vast majority of vehicles to be recovered from a single patrol van, and [EV Boost](#) mobile electric vehicle charging units
- **[Insurance](#)**. The RAC is a top-five [car insurance](#) broker having surpassed the 500,000 policies-in-force milestone in 2018. It also offers [‘black box’ telematics policies](#), as well as home and travel insurance
- **Other motoring services**. The RAC leads in the development of new solutions for business, fleets, electric vehicles and future car technology. Its additional products and services include

a [personal loans offering](#), a [used car buying website](#), [vehicle inspections and checks](#), [legal services](#) or up-to-the-minute [traffic and travel information](#). It also has a network of [Approved Dealers](#) and [Approved Garages](#) which combine the trust of RAC brand with local service and convenience

The RAC also works to support the interests of its members and UK drivers on the most important motoring issues which it identifies via the annual [RAC Report on Motoring](#) and the RAC Opinion Panel. The Report on Motoring is the longest running analysis of driver opinion in the UK having been published every year since 1989.

For more information about the RAC, visit the [RAC website](#).

Contacts



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