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FACILITY SOLUTIONS®

## PRESS RELEASE

### **Local Mechanical Contractor Embraces Technology: MacDonald-Miller Facility Solutions' New Smart Glasses, Powered by XOEye Technologies, Prove that a Picture is Worth a Thousand Words**

SEATTLE, Wash., October 11, 2016 -- Local mechanical contractor, MacDonald-Miller Facility Solutions, Inc., is launching their wearable technology platform to enhance customer support in the Pacific Northwest. The MacLens eyewear, an industrial grade wearable computing device powered by [XOEye Technologies](#), captures and streams high fidelity audio and visual content, enabling first-person point-of-view (POV).

“While there are incredible operational efficiencies that enable mobility and collaboration for MacDonald-Miller’s staff through telepresence and increased accountability, the real benefit of this technology is that our customers can now witness firsthand the current state of their building through a multi-media experience,” said Bradd Busick, MacDonald-Miller’s CIO. “The old adage, ‘a picture is worth 1000 words’ rings true as MacLens is a cutting edge technology that embeds audio and video into each and every call summary report. This provides our customers with the peace of mind that comes with unbridled transparency.”

The smart glasses have a range of cutting-edge applications developed by XOEye specifically for field service technicians. These include taking photos of the worksite when arriving and leaving, coordinating a video conference with more senior technicians when they have a question (“see what I see”), taking training videos from first person point of view, and demonstrating to customers’ problems the technician may be seeing.

“We are pleased to partner with MacDonald-Miller on the deployment of our integrated field service software solution and look forward to helping them achieve quantifiable results as they securely gather visual intelligence that is turned into actionable data,” said Aaron Salow, CEO, XOEye Technologies.

Striving to bring innovative solutions to their customer’s mechanical problems, MacDonald-Miller defines the technology as a way to bridge real-time visibility for their service technicians. The visual data can be easily integrated into call resolution summaries that are shared with customers. Before and after videos of equipment and video cap recommendations raise the bar for meeting the needs of customers, while simultaneously providing valuable training in the field.

Additionally, there’s an added benefit of increasing safety. Potential issues can be teleconferenced in real time and provide documentation for audit purposes.



“We look forward to serving our existing customers with this new capability and are excited to offer this technology to building owners who can’t ‘see’ the current state of their building in a meaningful way,” said Busick.

MacDonald-Miller is a full service design-build contractor with 10 locations throughout Oregon and Washington. They’ve helped change the local landscape for over half a century with buildings that operate in the most efficient manner possible. MacLens supports their mission of making buildings work better. To learn more about their services visit [www.macmiller.com](http://www.macmiller.com).

XOEye Technologies equips field technicians with wearable technology systems that capture and share the right information with the right people at the right time. Through their cloud-based platform Vision, XOEye helps to harness the power of real-time video, audio communication, and content sharing to unlock business opportunities and boost revenue. To learn more, visit [www.XOEye.com](http://www.XOEye.com).

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