Be my eyes is innovative company that have been developing their own solution since 2012 and have become the biggest online community for blind and low-vision people. The idea takes its origin from Hans Jorgen Wiberg, a Danish furniture craftsman, who is visually impaired himself. His friend helped him with this app by saying that he used video calls to connect with family and friends in order to ask what is around him. Understanding the fact that visually impaired people needed a little assistance to solve every day tasks, he decided to implement the similar mechanism with video calls so that blind and low-vision people became more independent from their friends and families.

The Be my eyes app was launched on IOS in 2015 and within 24 hours  the app had more than 10 000 users. App enables the phygital concept through relationship between visually impaired person and volunteer. A person with disabilities submits requests through the app, waiting for an available volunteer to respond. Be my eyes users are able ask for help in over 180 languages making it accessible all over the world. There was high demand for making app cross-platform, as a result Be my eyes was launced on Android in 2017. This step led to even bigger popularity and it had 1.5 million signed people as volunteers. This year Microsoft decided to support this project and helped to expand Specialized Help opening hours to 24/7. In 2023 Be my eyes app in collaboration with OpenAI introduced Be my AI powered by GPT-4. This technology is powerful in proving blind or low vision people with better navigation and independence. Being integrated into existing app, technology alows user to upload images from their smartphone without a need for any additional plugins or extensions. Having received an image from user, GPT-4 tries to process photo and vocalize it. However, if GPT-4 encounters the problem, app will automatically offer user to be connected to volunteer.

The Be My Eyes Work app creates an accessible workspace for blind or low-vision people. AI software, automatic connection to collegues or even a fully outsourced service of support creates a phygital experience that enables to use the Be My Eyes Work app for daily work-related tasks, downloading software and developing skills. Besides, employment rate increases among impaired people and makes Smart cities inclusive for everybody.

Nowadays, the app has 6.7 million active volunteers and 500 000 blind and low-vision people.

<https://bemyeyes.com/>