

Case Study : Digitalizing the Frontline Workers using XR

Abstract – XR-based self-assistance and remote collaboration solutions for empowering frontline teams, increasing productivity, and extending workforce capability.



Problem Statement

- Experts are nearing the retiring age
- Capturing the knowledge of retiring and leaving senior employees
- Lack of efficient technologies to train service field engineers makes it harder to achieve operational productivity and effective products
- Real time availability of specialized resources at a particular/remote location
- Movements of Field Service and MRO
- Engineers restricted due to Pandemic
- Digitalization benefits not cascading to frontline workers.



Description of the solution

- XR enabled Self Assistance & Remote Collaboration Solution empowering the enterprises & it's MRO & Field Service team to remotely troubleshoot, inspect, maintain and get on the job training.
- The display of real-time 3D annotations on environments and objects helps teams solve problems efficiently and with no extra relocation costs.
- AR-based 3D Workflow Instruction along with SoP/Checklist Integration
- Device Agnostic (Mobile/Web/Smart AR Glass)



Business impact / ROI

- Increase in new hire productivity by 40%
- Increase in service profitability by 20%
- Increase in first time fix rare by 30%
- Increase in remote resolution rate by 50%
- Decrease in training cost by 50%
- Decrease in scrap & rework cost by 25%

Use Cases

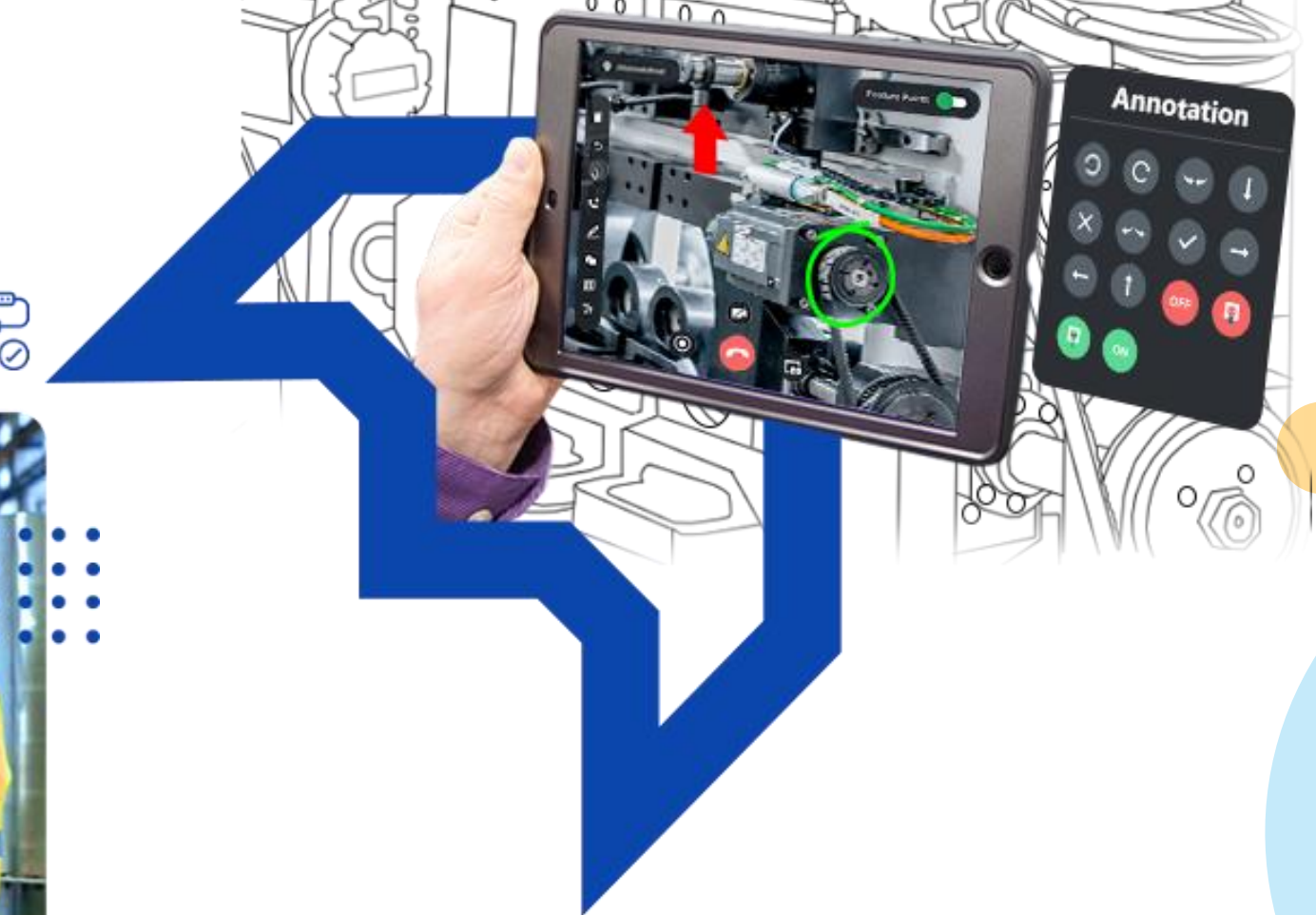
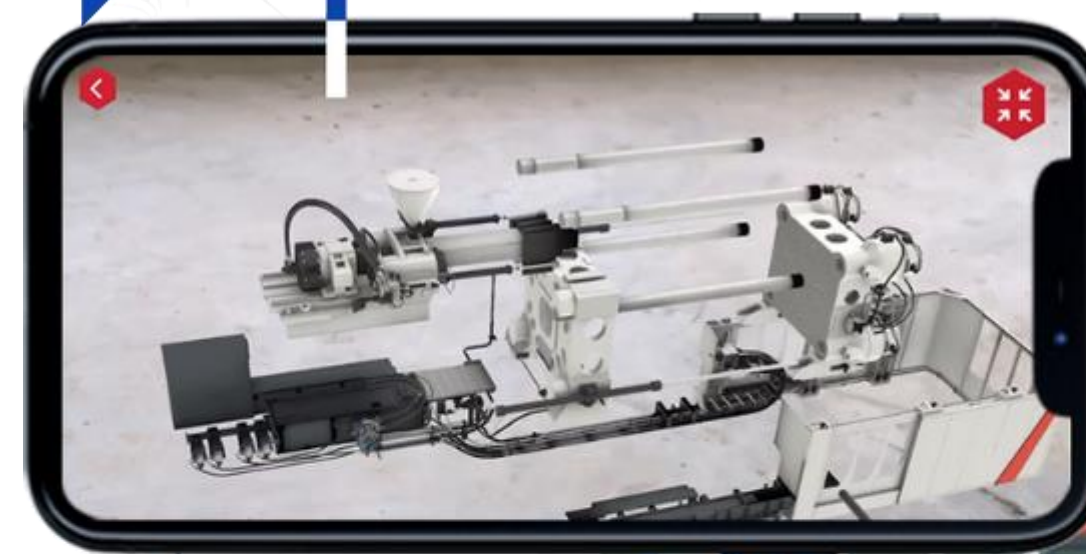
Field Service

Quick Incident Response, Improve First-Time Fix Rates, Saves Travel Time and above all Staying Safe



Installation, Maintenance & Operations

Plant commissioning & Installation, Shorter maintenance times, and Increased accuracy with guided steps



Inspections and Survey

Replace the paper-based processes with intelligent guided inspections

