



Remote Assistance: The 1st Step to a Connected Frontline Workforce

A Buyer's Guide

A comprehensive guide and checklist of requirements for evaluating and selecting augmented reality (AR) based industrial Remote Assistance solutions.

The need for a Connected Workforce in Today's New Normal

The global pandemic has changed the way we work – and for many manufacturers, the change will be permanent.

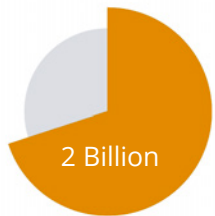
The impact of COVID-19, and subsequent changes in how factories are located, staffed, managed and digitized, and how customers are supported, are placing pressure on operations leaders. Collaboration remains critical for frontline workers to help solve problems and increase productivity, yet many leaders are now faced with the reality of a distributed and remote workforce. This has forced them to think differently about how they build, install, maintain, and service their products.

Industrial companies of every size are now turning to digital and connected worker technology to maintain business operations and business continuity. Technologies such as artificial intelligence (AI) and augmented reality (AR) based remote collaboration are now central to the corporate innovation portfolio of any business leader and crucial to boosting productivity at a time when enterprises most need it. Digital technologies that securely connect frontline workers and customers with virtual subject matter experts for productivity, safety, and quality gains are becoming more common and are providing a much-needed solution to the new normal in the industrial sector.

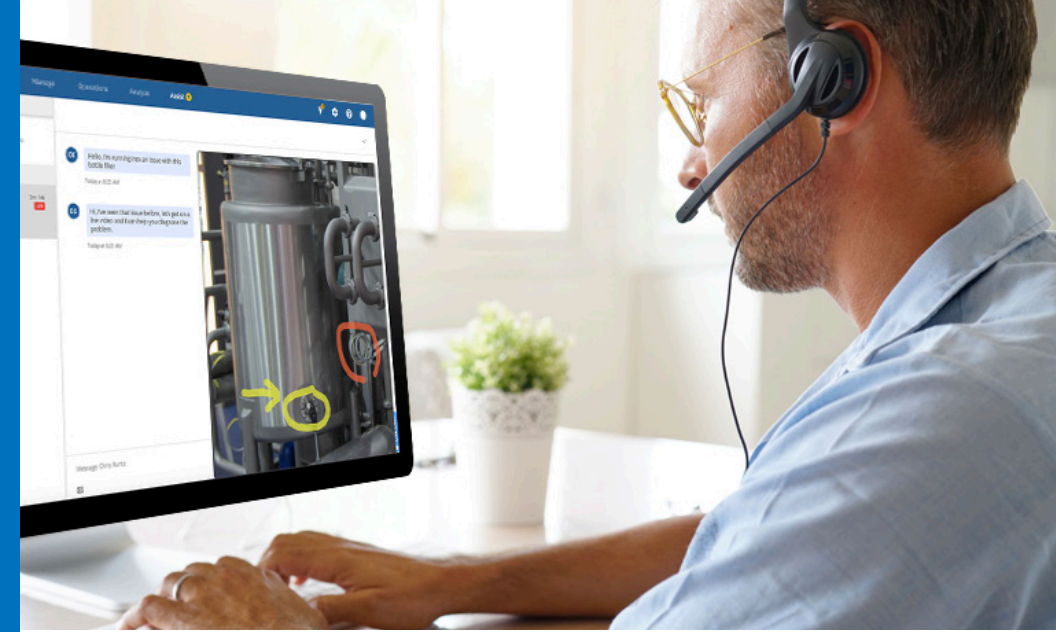


Bringing Remote Assistance Tools to the Frontline

According to Cisco, there are over 3 billion workers across the globe, and nearly two-thirds of these workers are frontline or field workers, who's day-to-day duties require that they physically show up to their jobs.



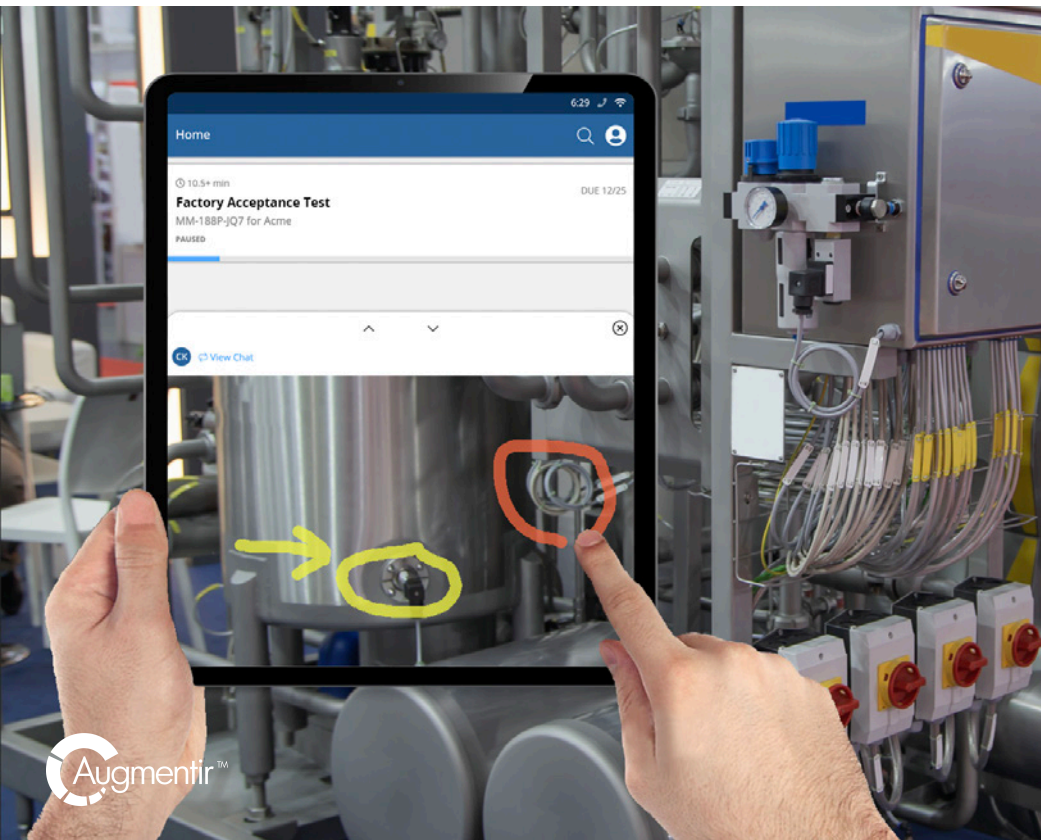
Most of these 2 billion frontline jobs cannot be done remotely, yet these workers still need access to digital information, guidance, training, and support, which was previously given in person.



AR-based Remote Assistance - Designed for the Industrial Frontline Worker

Unfortunately, typical videoconferencing and virtual collaboration tools (e.g. Zoom, Microsoft Teams), which are designed for desktop-based knowledge workers, are not always appropriate for the workplace of the frontline – workers on factory floors or healthcare facilities, engineers on oil rigs, or field service technicians out in the field.

Industrial connected worker solutions that include augmented reality (AR) based remote assistance are uniquely suited for the operating environments that frontline workers participate in, and for the mobile and wearable devices they use. These industrial solutions combine live video streaming with augmented reality to create a powerful collaboration tool. In addition, with integrated digital workflows, frontline workers can be guided to independently complete jobs safely and correctly.





Service

Remote Support for Direct or Dealer Field Technicians

Remote expert guidance and assistance tools now enable support for service teams, allowing technicians that are on-site to perform maintenance and repair procedures with improved safety, quality and efficiency with the help from virtual subject matter experts.

Remote Support for Customers

For companies that are unable to offer on-site service technicians, remote assistance tools provide the ability for customers to be more self sufficient and provide an improved level of self-service. Remote assist tools allow customers to connect with subject matter experts to safely and efficiently perform routine service and maintenance routines.



Manufacturing

Internal Collaboration

Remote assistance tools are also being used for internal manufacturing collaboration, where many companies are using remote assistance tools to virtually connect frontline workers in factories with remote subject matter experts (SMEs) to improve troubleshooting and support workers during changeover, maintenance, or other operational processes.

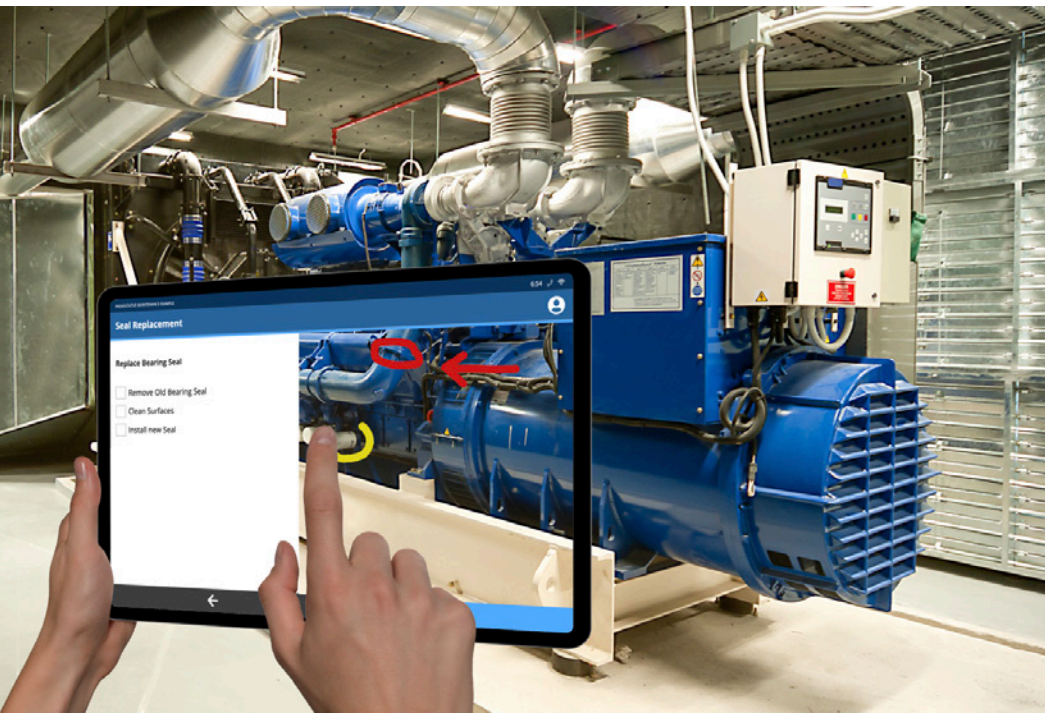
External Collaboration

Manufacturers are also extending remote assistance tools out to OEMs and 3rd party SMEs for remote equipment maintenance, virtual factory and site acceptance tests, and troubleshooting when they are unable to travel onsite.

What to look for in a Remote Assistance solution

With a range of solutions available in the marketplace, here are some essential features to look out for (that are common across many solutions).

- ❑ Part of a comprehensive connected worker platform
- ❑ Support for core collaboration features including audio, video, and chat-based communication
- ❑ Support for 1:1 and 1:many collaboration sessions
- ❑ Session recording for knowledge capture
- ❑ Two-way screen annotations
- ❑ Support for scheduled or instant meetings
- ❑ Seamless file and document sharing
- ❑ Multi-level escalation and expert grouping



In addition to core collaboration features, organizations must think about integration and connectivity with the entire enterprise operation, and solutions that support continuous improvement of their frontline teams.

Integrated digital workflow

Does the solution seamlessly integrate remote assistance capabilities with digital workflow and enterprise business systems? This combination provides job and work order context and optimal step-by-step guidance for on-site workers and customers, to ensure safety and quality, and boost productivity, as well as delivers offline flexibility for intermittent connectivity situations.

AI Chatbots for virtual assistance and knowledge capture

AI Chatbots can assist workers on the job and provide automated virtual assistance for common troubleshooting scenarios. AI bots can also capture valuable tribal knowledge from expert interactions and turn it into a sharable corporate asset.

Seamless user experience

Does the solution support a range of devices, including iOS and Android phones, tablets, and AR-based wearable headsets for hands-free operation? Is the solution simple and easy enough for both technicians, customers, and third parties to use and quickly get the help and assistance they need?

Build on an AI foundation

Is the solution built on an AI framework to support continuous improvement efforts? AI-based solutions analyze worker activity data to help uncover improvement opportunities and support workforce development.

Remote Assist – The First Step Towards a Digitally Connected Workforce

Take your first step towards creating a digitally connected workforce. AR-based Remote Assistance solutions provide an impactful first step in your connected worker journey.



Benefits



Deliver cost-effective remote expert support for frontline workers in manufacturing and service



Improved safety, quality, and boost productivity for workforce



Integrated workflow helps standardize and improve quality across all work processes



Shorten training time and accelerate onboarding for new technicians



Lower overall operating expenses by reducing travel and shipping expenses

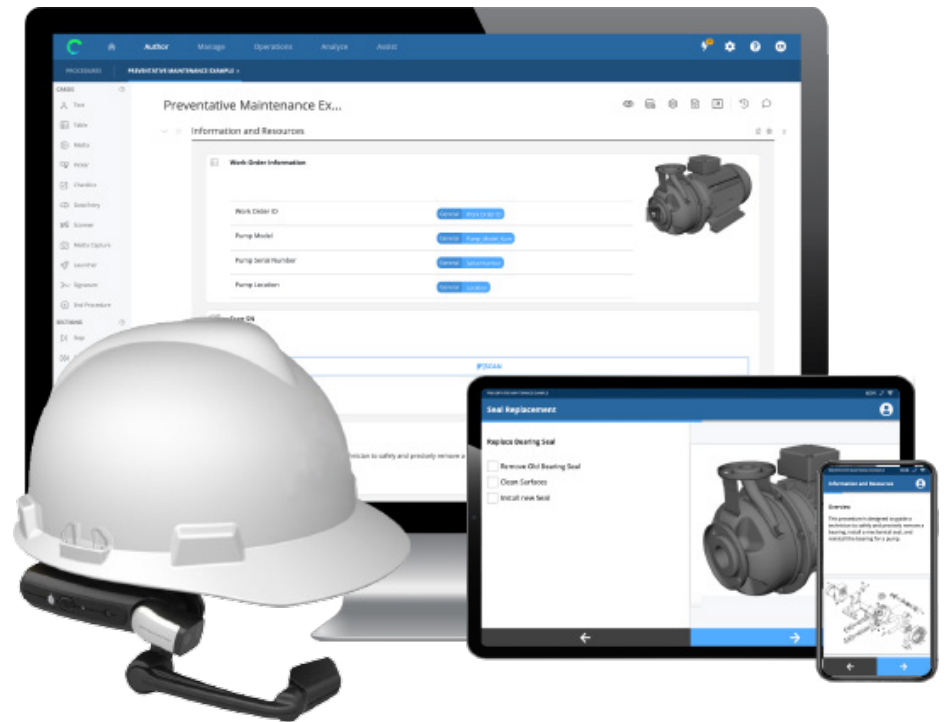


Improve customer collaboration and satisfaction





AI-Powered Connected Worker Platform



ABOUT AUGMENTIR

A Rich History of Founding Successful and Market-Leading Software Companies

The founding team at Augmentir has a deep history in starting and growing innovative software companies that have introduced transformational software to the manufacturing and service industry. Our team has been at the forefront of three of the most important software technology revolutions that have transformed the industrial sector, having co-founded 3 leading software companies over the past three decades:

- **Wonderware (went public)**, a pioneer in human-machine interface software for industrial automation
- **Lighthammer (sold to SAP)**, which transformed manufacturing intelligence and integration
- **ThingWorx (sold to PTC)**, a pioneer in the Industrial Internet of Things

Our vision at Augmentir is to empower the industrial frontline workforce to perform at their best.

We believe that Artificial Intelligence-based Connected Worker technology holds the key to addressing the top challenges that are preventing frontline workforce excellence.

1987



- Pioneered the first human-machine interface for manufacturing
- Went public in 1994
- Today the world's #1 Factory Automation Software

1997



- Leader in manufacturing intelligence software
- Acquired by SAP in 2005
- Today the #1 Manufacturing Integration and Intelligence Platform in the World

2009



- The first IoT application platform
- Acquired by PTC in 2014
- Today, Gartner's pick as the leading Industrial IoT Platform

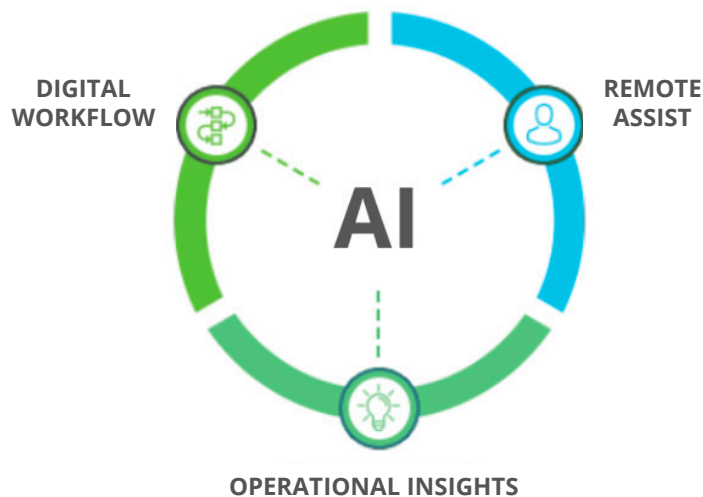
2017



- Use AI to continually improve the quality, safety, and productivity of the industrial frontline workforce.

AI-Powered Connected Worker Platform

Augmentir is the first connected worker platform powered by artificial intelligence. Digitize your workflows and guide workers with augmented work instructions. Resolve issues faster and support team collaboration with industrial remote expert guidance. Drive continuous improvement with operational insights driven from Augmentir's AI.



Augmented, guided work instructions, executed on mobile devices or smart glasses, help close the skills gap, reduce errors, and improve productivity. Embedded AI dynamically optimizes work procedures and workflows to minimize time at 100% quality.



DIGITAL WORK INSTRUCTIONS

Transform to a paperless operation and deliver digital, augmented work instructions to your frontline teams – close the skills gap, reduce errors, and improve productivity.



REMOTE ASSIST

Virtually support your workforce and your customers. AI bots help to automate virtual assistance and capture valuable tribal knowledge from expert interactions.



AI-BASED OPERATIONAL INSIGHTS

Augmentir's AI-based True Opportunity™ system uncovers operational improvements and helps to drive continuous improvement throughout the organization.



MODERN, ENTERPRISE SAAS SOFTWARE

Augmentir's modern enterprise SaaS design and scalable pricing enables companies of all sizes to get started in minutes and quickly realize ROI.



Get Started with Augmentir

Connect with us to schedule a live product demonstration and experience first-hand how Augmentir can help you take your first step towards a digitally connected frontline workforce.

- Create and run digital, augmented work instructions on any iOS or Android mobile device or AR-enabled smart glasses.
- Virtually communicate and collaborate with remote teams using chat, live video, audio, file sharing, and AR-based annotations.
- Identify opportunities for improving worker skills and driving continuous improvement throughout the organization.

CONNECT WITH US

