Remotely Assisting front line workers with Mixed Reality

velrada

Business first.
Technology second.

THAT'S THE POINT

We bring a business lens
to Microsoft technology

THAT'S
THE
POINT

What we do

We're a contemporary technology partner that brings true business context to the Microsoft stack

Microsoft Partner
Microsoft

Gold Data Analytics
Gold Data Platform
Gold Enterprise Resource Planning
Gold Application Development
Gold Collaboration and Content

Gold Cloud Platform
Gold Datacenter
Gold Cloud Productivity
Gold Cloud Customer Relationship Management
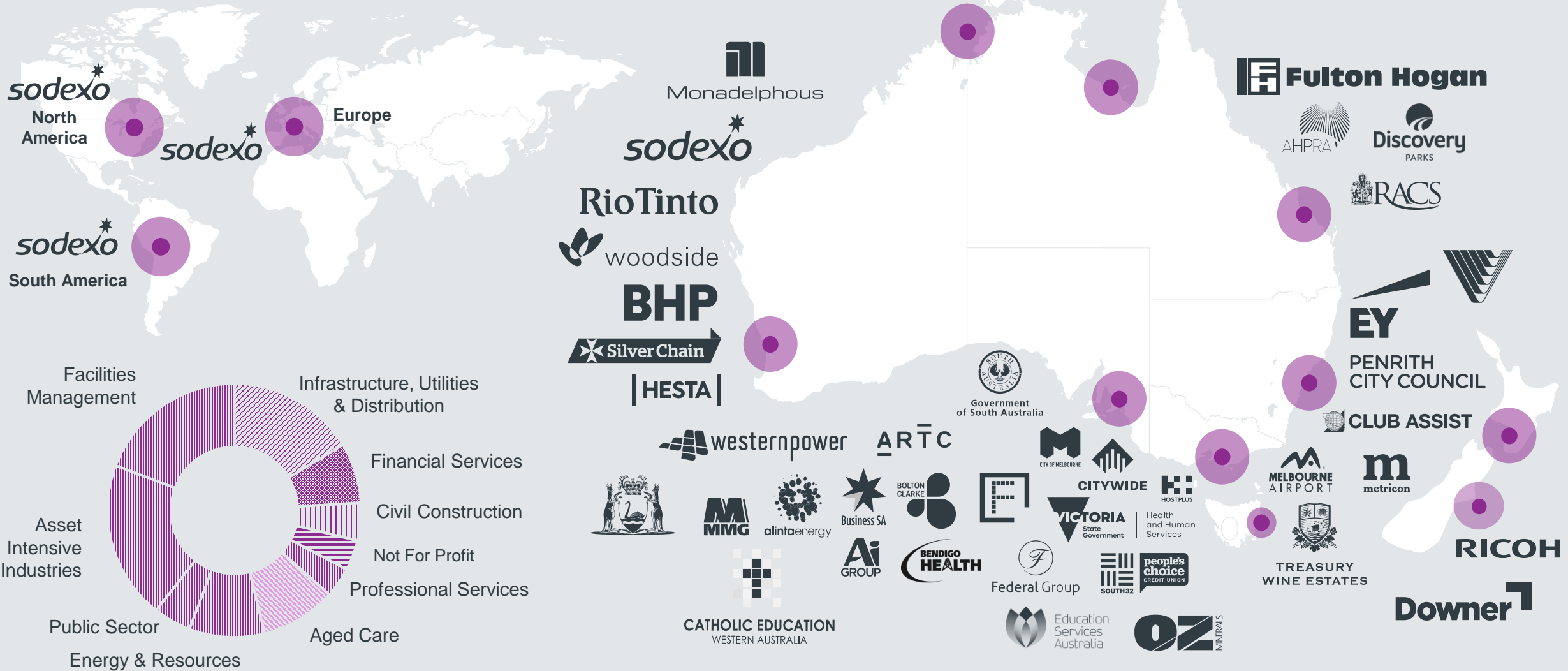
Microsoft Partner
Microsoft

2019 Partner of the Year Finalist
Dynamics 365 for Field Service Award

2018 Partner of the Year Winner
Dynamics 365 for Field Service Award

2019/2020
INNERCIRCLE
for Microsoft Dynamics

2019/2020
INNERCIRCLE
for Microsoft AI

2019/2020
PARTNERADVISORYCOUNCIL
for Microsoft Business Applications

We cover the region and are expanding globally.

Singapore

North America

Europe

South America

sodexo

Monadelphous

sodexo

RioTinto

woodside

BHP

Silver Chain

HESTA

Fulton Hogan

AHPRA

Discovery PARKS

RACS

EY

PENRITH CITY COUNCIL

CLUB ASSIST

MELBOURNE AIRPORT

metricon

RICOH

Downer

Facilities Management

Infrastructure, Utilities & Distribution

Financial Services

Civil Construction

Not For Profit

Professional Services

Aged Care

Asset Intensive Industries

Public Sector

Energy & Resources

westernpower

ARTC

Government of South Australia

CITY OF MELBOURNE

CITYWIDE

HOSTPLUS

MMG

alintaenergy

Business SA

BOLTON CLARKE

F

VICTORIA State Government

Health and Human Services

TREASURY WINE ESTATES

Ai GROUP

BENDIGO HEALTH

Federal Group

SOUTH32

people's choice CREDIT UNION

CATHOLIC EDUCATION WESTERN AUSTRALIA

Education Services Australia

OZ MINERALS

We believe that

Technology should fundamentally improve business performance

Why we matter

We deliver better outcomes, faster

We know

Progress is impossible without change.

We bring a business lens
to Microsoft technology

THAT'S
THE
POINT

Mixed Reality to assist remote workers

What's different today

We all know the challenge. You need your experts to be working with multiple members of staff in multiple locations. You want to empower you workers to collaborate more efficiently by working together from different locations.

Historically, resolving this problem has involved allocating more senior team members with more junior. Over the years, the number of staff you can consider to be experts has decreased in favour of less experienced but more cost effective staff profiles. The result is an increased dependency on a diminishing pool of experts and lost productivity when they are not available.

Mixed Reality enables your experts to assist staff wherever they are by sharing the experience virtually and guiding staff remotely to achieve expert grade outcomes, every time.

Accelerate your front line staff remotely with Mixed Reality

The Field Services Landscape

What's happening in global fields services

3x	**25%**	**87%**	**56%**	**59%**	**51%**
PRODUCTS BECOMING SERVICES	IoT & REMOTE SERVICES	MIXED REALITY ADOPTION	RISING CUSTOMER EXPECTATIONS	TALENT MANAGEMENT	RESOURCE UTILIZATION
Fully servitised operations were **3 times** more likely to be profitable[1]	Increases technician productivity by an average of **25%**[2]	Companies are currently exploring, piloting or deploying mixed reality[3]	Reported decreases in response time—one of the top three market drivers[4]	Find replacing an ageing field service workforce is a challenge[5]	Reported improved workforce utilization and productivity[6]

1. IFS. Are competitors winning the servitisation race?
2. Gartner Field Service Survey
3. "Mixed Reality: A New Dimension Of Work," Harvard Business Review
4. SFG Analysts Take
5. Field Service News
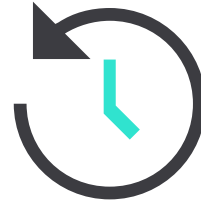6. SFG Analysts Take

The Challenge and Opportunity

What are the challenges facing Field Services teams and the resulting opportunities

Reactive, break-fix business models, inability to scale

Outdated/siloed systems causing inefficiencies

Poor technician enablement & need for second visits

Create additional revenue streams by adopting proactive service business models

Increase efficiencies by moving to a modern cloud solution with MR capabilities

Improve first time fix rates by equipping your technicians with the latest technology

Solving the problem with Mixed Reality

The role of Mixed Reality in empowering remote workers
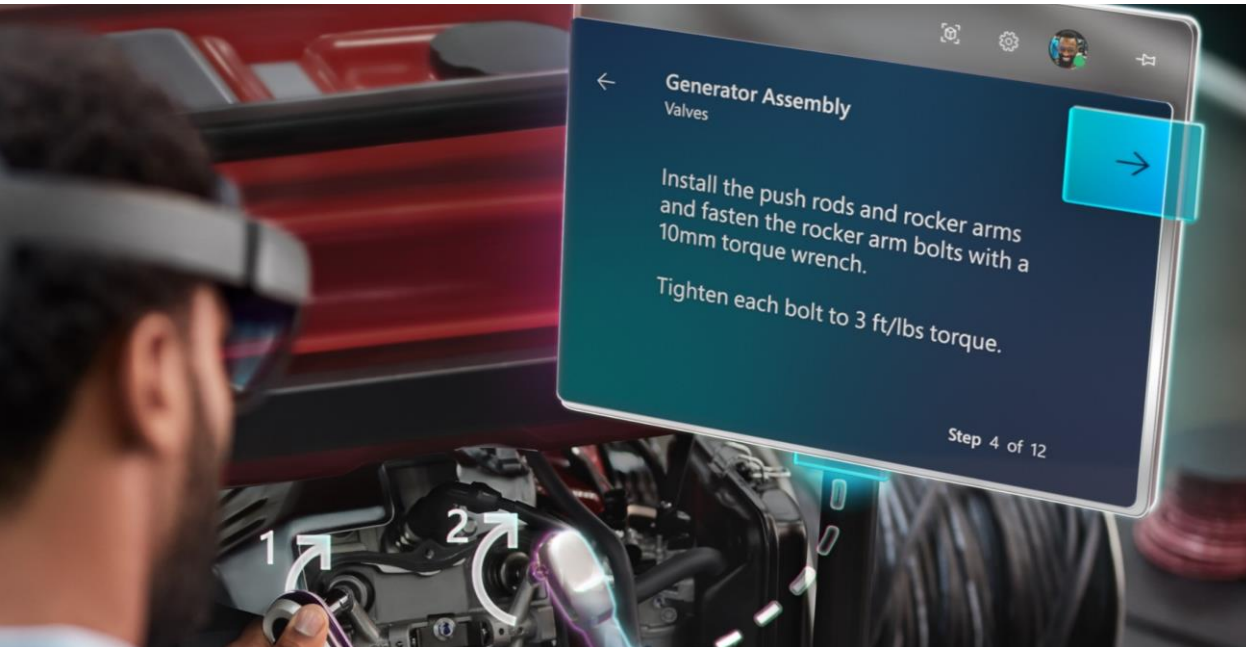
Dynamics 365 *Guides* displays step-by-step holographic instructions right where the work happens, enabling employees to learn & execute complex tasks in context.

Empower service technicians to fix it right the first time by co-working with your subject matter experts assisted with Mixed reality using Dynamics 365 *Remote Assist*.

Why Mixed Reality?

The role of Mixed Reality in empowering your teams

The right information at the right time

Supporting first line workers with the information they need anywhere, anytime

Real-world context

Employees can access information in the context of their work

Modern, off-the-shelf

Transform workflows, empower employees and increase efficiencies with a heads up, hands-free experience

Hands free instructions with Guides

Libraries of knowledge all delivered in context and hands-free

54%

of employees will require significant re- and upskilling by 2022[1]

[1]WEF Future of Jobs report 2018

Standardise new skills

Equip managers to create interactive content and attach photos and videos, without any prior mixed reality experience. With Guides, no custom coding is required, and instructions move with employees as they work.
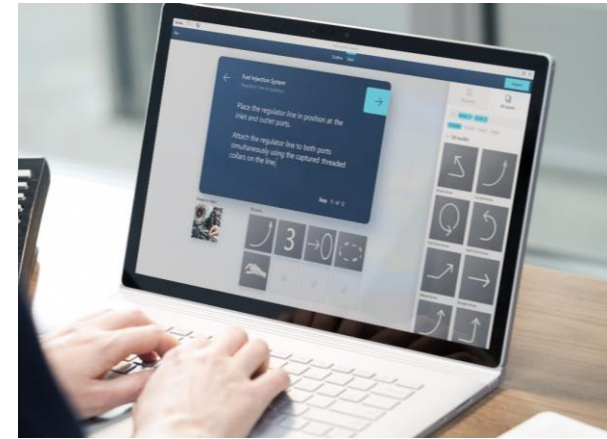
Close knowledge gaps

Quickly deploy training initiatives that target a specific skills gap within a team and create consistency across locations. Enable employees with hands-free training on how to complete the job.

Transform culture

Take institutional knowledge out of employees' heads and turn it into a repeatable tool. Leverage data from Guides to ensure every employee meets high standards by quickly identifying who needs help where.

Analyse training effectiveness

Aggregate employee task performance data into real-time Microsoft Power BI dashboards, making it easier to identify where process improvements are needed. Integrate Guides within existing training and operational workflows.

Work together from anywhere with Remote Assist

Empower service technicians to fix it right the first time with mixed reality

Improve customer satisfaction, first time fix rates, and technician productivity.

Provide technicians with the tools they need with remote access to schematics, diagrams, work orders, and other information while onsite

Solve problems in real time

Collaborate remotely by sharing your real-time view with experts to get the help you need. Solve issues faster, reduce costs, and increase efficiencies with a heads up, hands-free experience.

Bring critical information into view

Resolve issues quickly with remote access to documentation and work order information in your real-world environment, hands-free or with mobile application. Extend capabilities of Dynamics 365 Field Service.

Walk the site without being on location

Reduce costs of routine inspections by combining video, screenshots, and holographic annotations. Use data captured with Remote Assist to streamline workflows and processes and empower employees.
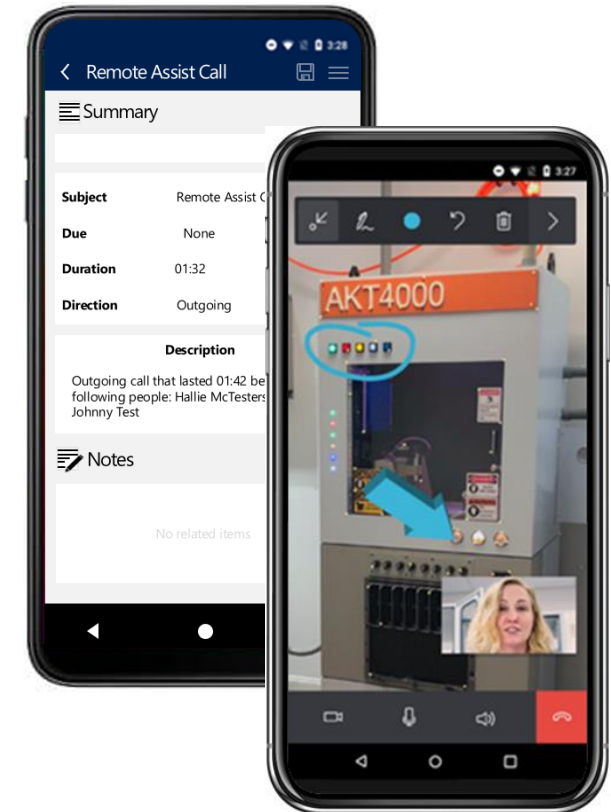
Common use cases

Where do Guides and Remote Assist shine?

As a Subject Matter Expert I want to be able to walk through tasks with my team, seeing what they see so I can help them take the next best action.

Remote Assist

As an subject matter expert, I want to be able to walk through the site without actually being there so that I can cover more ground.

Remote Assist

As an operations lead, I want my field based staff to have access to our subject matter experts regardless of where they are.

Remote Assist

As a Learning Manager, I want all training to be consistent so that we can truly measure success of our training.

Guides

As an operations owner, I want to change the culture in our organisation so that can lessen dependencies on key staff by capturing and distributing knowledge.

Guides

As an operations lead, I want multiple new starters to be train themselves so they can get up to speed as quickly as possible.

Guides

Getting Started

Empower your staff. Today.

Getting started with HoloLens

A best practice approach to ensuring everyone in your organisation can have secure and scalable experiences

Get Started with HoloLens $5,000*

You want to empower contractors and your team alike, whether they use HoloLens daily or as they require. You want them to be able to pick up any of your devices, sign-in and start working with the applications they need to do their job.

Our Getting Started package ensures your HoloLens users don't experience any of these issues:

- Poor performance/experience due to networking challenges.

- Users being overwhelmed/distracted by more apps than required to do their job.

- Each HoloLens user only being able to use one device.

It also ensures that your technology teams are able to support you by:

- Enrolling and securing multiple devices simultaneously.

- Manage the data on those devices.

- Organise updates for the software on those devices.

- Being able to erase the contents and disable the device if required.

Getting started with Remote Assist

Your subject matter experts working remotely alongside your site-based staff

Get Started with Remote Assist $20,000*

Whether it's carrying out site safety inspections remotely or allowing your Subject Matter Experts to work alongside your site based staff from afar, Remote Assist is a great solution. Accessing this facility regardless of device (HoloLens, Mobile, Tablet or computer) can be invaluable to your workforce, so setting up to succeed is key.

Our Getting Started package ensures your Remote Assist users don't experience any of these issues, regardless of device:

- Unable to make/receive calls or join a meeting.

- Unable to use annotations or documents within a call.

- Unable to record a call or message during a call.

It also ensures that your technology teams are able to support you by:

- Allocating licenses for Remote Assist users.

- Differing between Remote Assist and Remote Assist Attach users.

- Dealing with users across multiple organisations.

- Validating Teams is set up correctly to support Remote Assist.
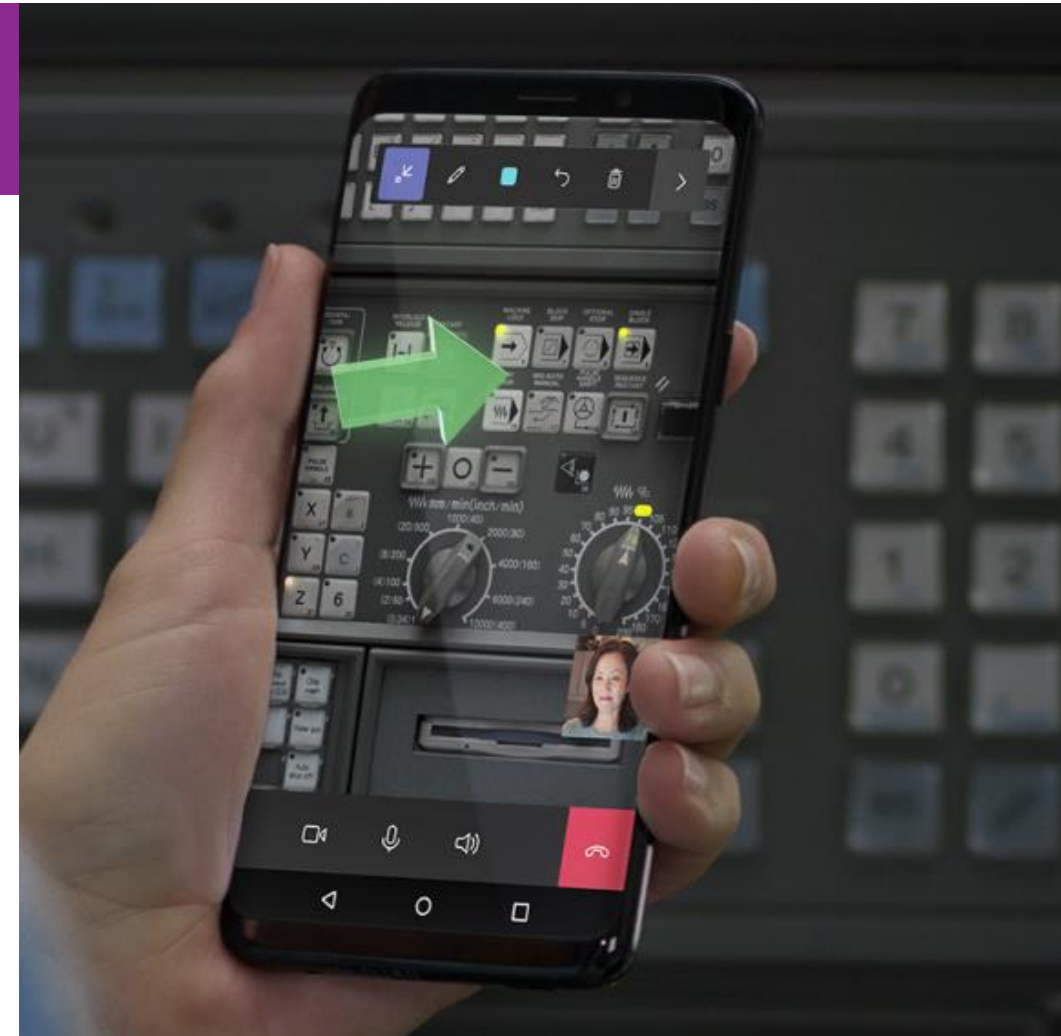
Getting started with Guides

The information your frontline workers need, at the time they need it.

Get Started with Guides $20,000*

Empowering front line workers to self-resolve issues is key to their job satisfaction and overall operational costs. Guides gives your frontline workers that opportunity to get the job done themselves before calling a fellow expert.

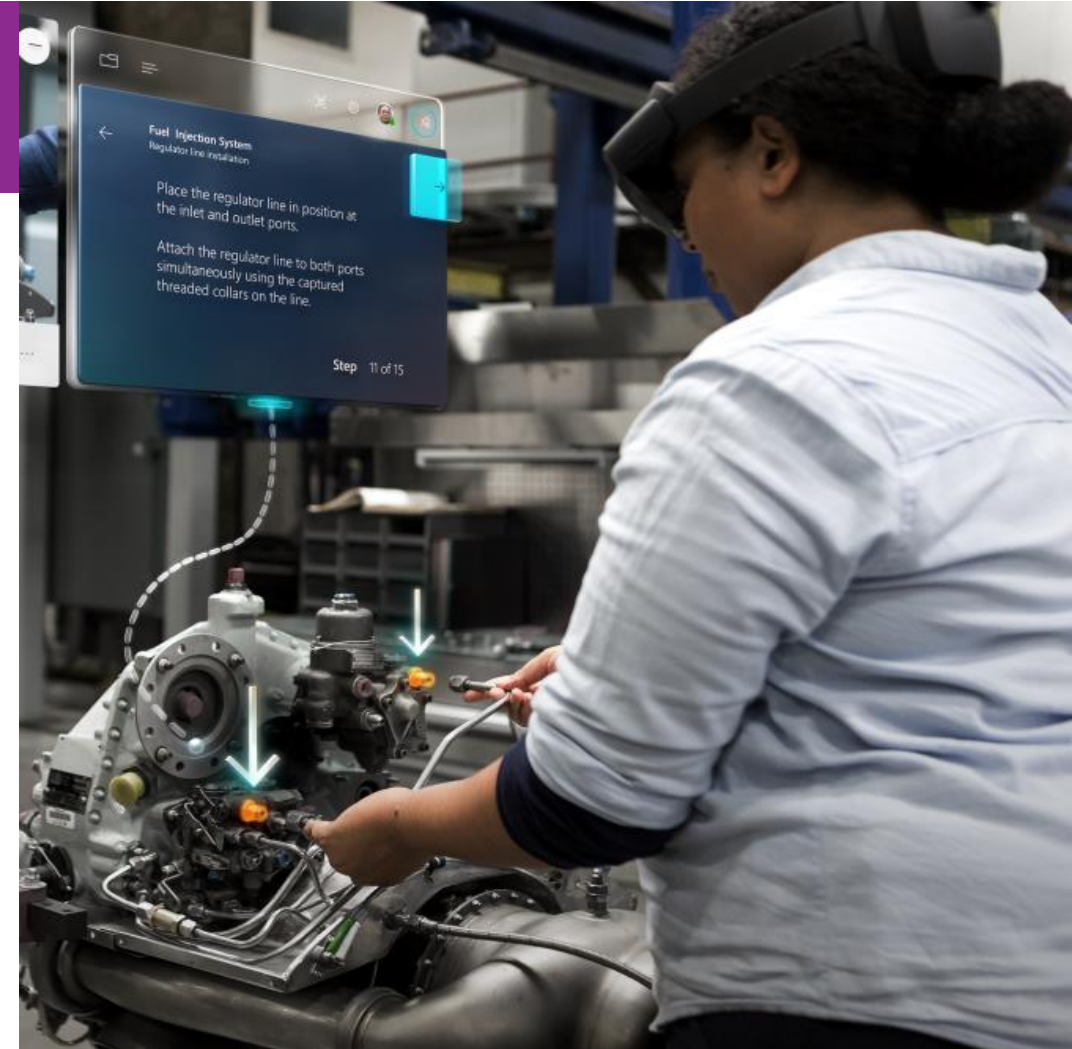Our Getting Started package ensures your Guides Operators don't experience issues such as:

- Unable to navigate the guides due to bad design, device calibration issues or lack of anchoring.

It also ensures your Guides Authors don't get challenged by these common problems:

- Not knowing how to create functionality rich guides and measure success.

- Not knowing how to transfer guides between the PC and the HoloLens.

Finally, it ensures your Guides Administrators are able to support you by:

- Validating all components of your Guides environment are set up correctly.

- Allocating the right users to the right roles.

Ongoing Enablement

Continuous improvement with an expert at your finger tips.

## Ongoing enablement $5,000/m*

Utilising Mixed Reality in your environment is new to most organisations. Our 'Getting started' packages focus on getting you up and running as quickly as possible. We know that this is great, but the moment you embed this in your business processes, the questions start and you want to do more.

Ongoing Enablement gives you peace of mind that you have a partner there to help you continuously drive ROI from your MR investments and to help you grow your own MR muscle.

The Ongoing enablement package ensures your MR capability doesn't lose relevance and value to your organisation by offering these features:

• Access to your own training portal that is constantly updated.

• A monthly consultation to review your Guides adoption stats, remote assist experience or HoloLens problems to help you drive even greater adoption.

• Access to a monthly 'Genius Bar' style engagement whereby you can ask our experts anything.

• A link through to Microsoft product teams Globally to help you understand the product roadmaps and when you can take advantage of new features.
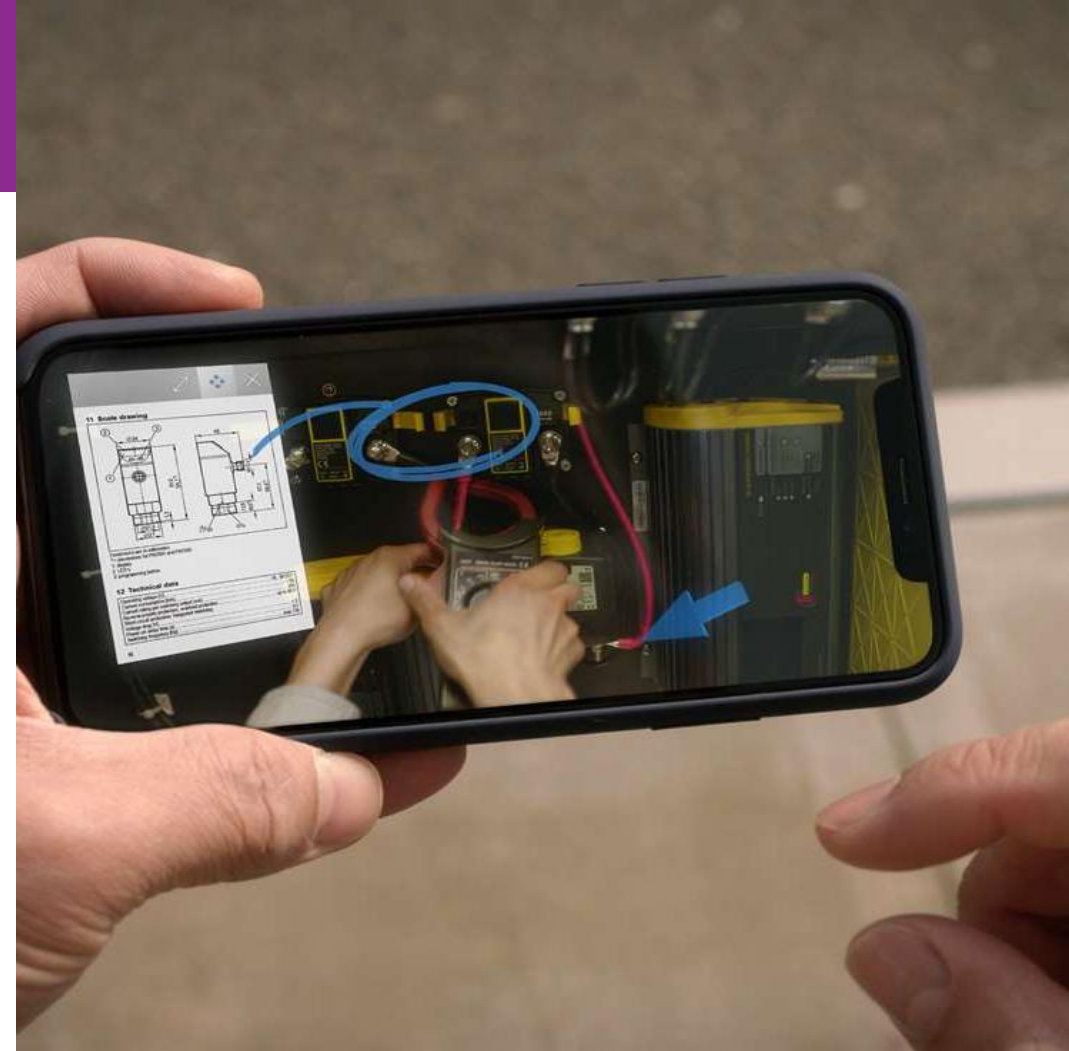
Case Studies

Empower your staff. Today.

Mixed Reality Subject Matter Experts

Giving every Lion manufacturing facility access to isolated subject matter experts

Lion, like many businesses with manufacturing systems, have a challenge. Their engineering subject matter experts (SMEs) have decreased in number and the demand on the remaining experts has increased.

To counter this challenge, Lion looked to Mixed Reality solutions to enable SMEs to be accessible to manufacturing floors across the globe. Lion purchased a number of HoloLens' with the believe that the solution would enable this capability but struggled in getting

them up and running. After a number of weeks of trying, Velrada were engaged to assist.

Velrada, working with Lions IT teams and partners were able to get all HoloLens up and running, IT supported and provide training for Remote Assist users within a matter of days.

Lion are now deploying HoloLens across a number of facilities to support their manufacturing floors across the Asia Pacific region.

Lion source over 100,000 tonnes of barley on an annual basis from an industry that engages with over 1000 farmers, who are involved in barley farming.

Training operating centre staff from isolation

RioTinto

Keeping up staff training when you can no longer stand with the trainee

Rio Tinto have a central operating centre that watches over their global mines, ports and rail assets. The centre runs 24/7 and staff undergo regular training and re-training.

This aggressive training schedule involves trainees sat in front a bank of eight or more screens and they are directed by the trainer on where to look and what to do. COVID-19 and the physical distancing that has come with it has hampered Rio's ability to train staff in the way they typically would.

To address this, the Operating Centre team are looking to technology and the usage of

Mixed Reality solution – HoloLens – combined with field support software – Remote Assist – to continue training.

This combination of Remote Assist on HoloLens ensures the training quality is not impacted by allowing the trainer to not only see what the trainee is seeing (and direct them accordingly) but also to highlight areas of focus on the screen by 'pointing' and circling things that can be referenced in the conversation. This will allow the backlog of training to be completed without sacrificing the quality of the training or the experience for the trainees.

Rio train/re-train over 300 staff a year for their operating centre that watches over the company's mines, ports and rail systems

Microsoft | **Azure** Dynamics 365

Progress is impossible without change.

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PROGRESS IS THE POINT

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