Remotely Assisting front line workers with Mixed Reality

velrada

Business first.
Technology second.

THAT'S THE POINT

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 days)

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   (10 days)

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.
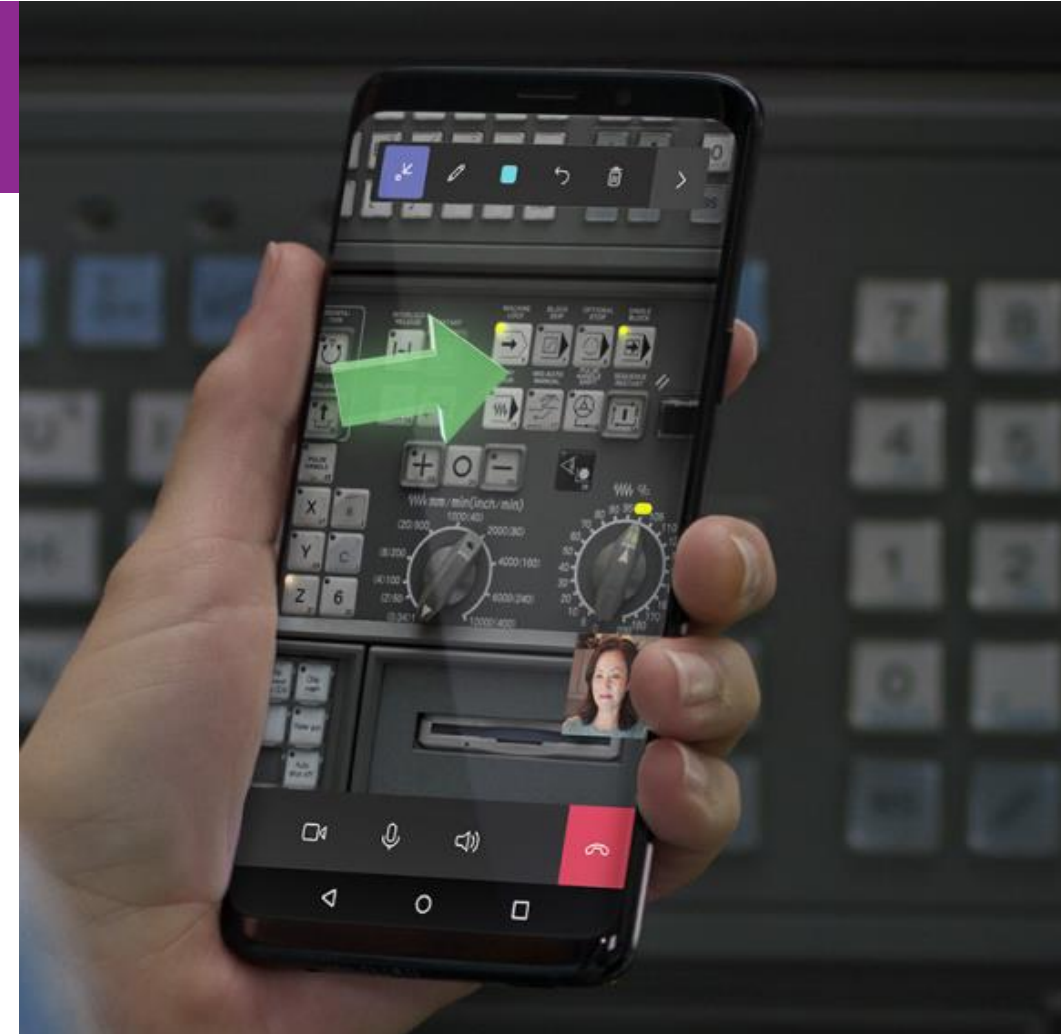
Getting started with Guides

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

Get Started with Guides   (10 days)

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.

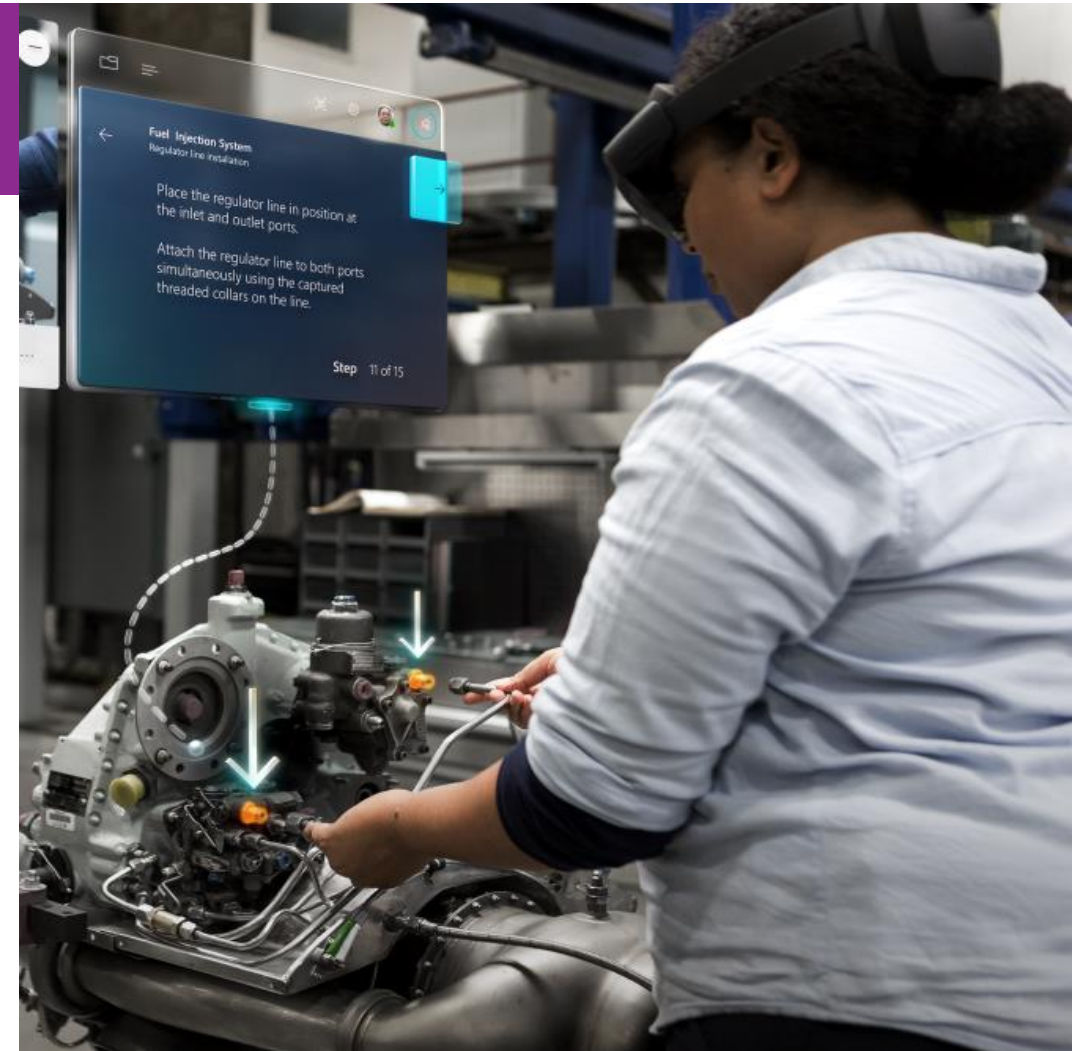Our Getting Started package ensures your Guides Operators don't experience issues such as:

- 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.

* Price is in AUD and excludes GST

Ongoing Enablement

Continuous improvement with an expert at your finger tips.

Ongoing enablement   (TBD)

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.
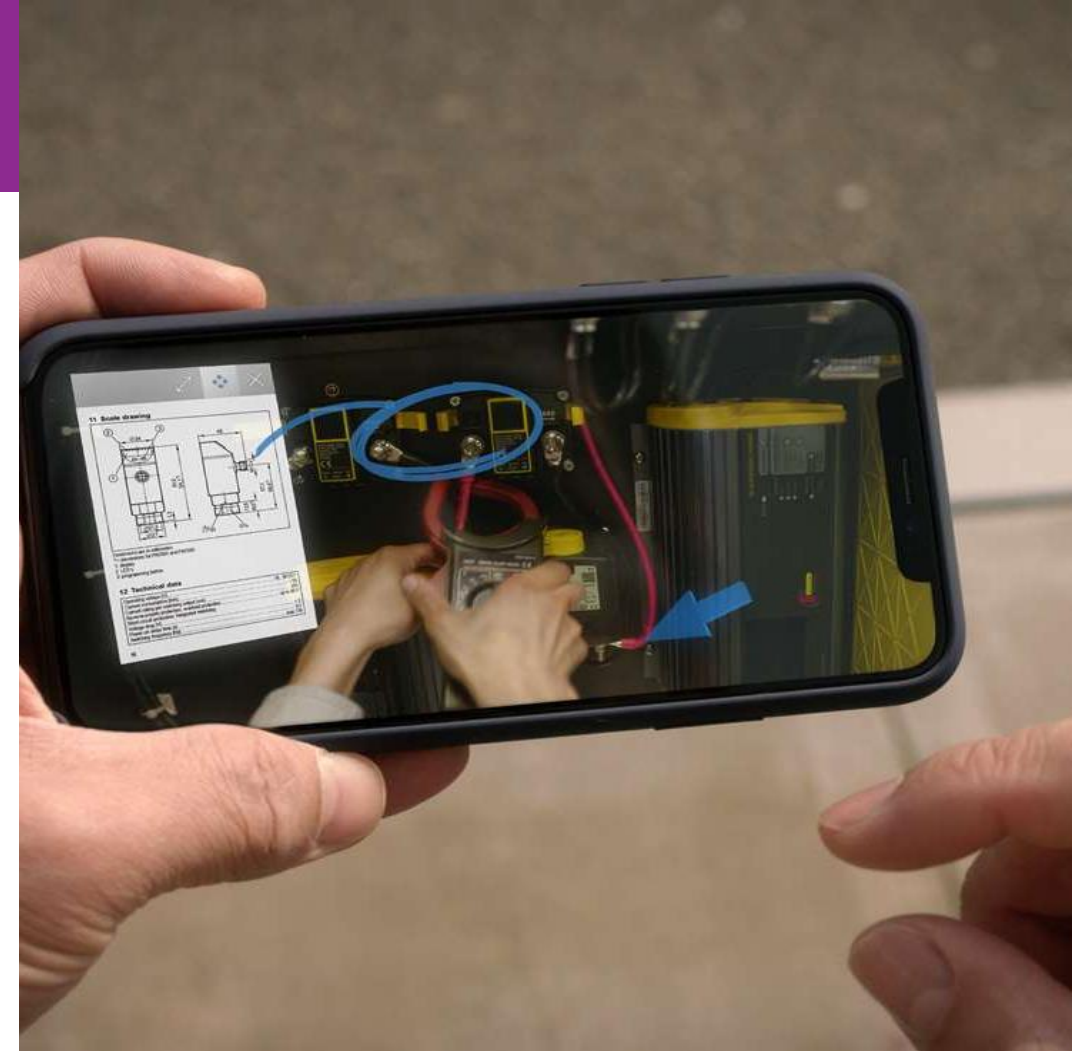
Progress is impossible without change.

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