DESIGN INTERACTIVE

XRMENTOR™

Replicate Your Experts™

Enhancing Remote Training for Maintenance and Repair with Augmented Reality

The Problem

COVID-19 has limited or outri[ght] training instructors from trav[el to] provide live hands on training[.] Technicians have been preven[ted] to regional training events or [ ] facilities to recieve training to [ ] skills, knowledge, and ability.

The Case

Field technicians or roving technical experts may travel 200 or more days a year to facilities across the US to train technicians. Training sessions might be on site, in a classroom, hosted at a hotel or conference center, and can last anywhere from 1 day to a full week. The lessons are often classroom lecture-style using PowerPoint, followed by hands-on training where technicians perform inspections or repairs based on what they learned during training. The cost to host such an event is expensive due to shipment of equipment and travel for personnel. Additionally, organizations have to take into consideration the cost of lost productivity due to technicians being off the production or maintenance floor. In a COVID-19 work environment some firms have moved their instructor-led training online to resulting in mixed results.

The Solution

ClassroomXR™ allows instructors to live stream augmented reality-enhanced training directly to technicians at remote facilities. Technicians can join a Classsroom from any web-accessible device such as their cell phone, tablet, or laptop. Unlike typical video conferencing software, ClassroomXR™ uses Augmented Reality which enhances the instruction by providing computer generated 3D images overlapping their real-world view. Once the training session is over, the technicians can each download the procedures used by the instructor to practice on their own. If they need help, they can make one-on-one video calls to the instructor for assistance.

How it Works

1 See One

Instructor-led training enhanced by augmented reality, live-streamed to technicians at remote facilities.

2 Do One

Self-guided procedural training downloaded by technicians on mobile devices to practice their skills.

3 Teach One

1:1 Remote Video Calling between a technician and instructor to assess skills or correct performance in real time.

Benefits of **XRMENTOR**™

- Train More Technicians Faster
- Reduce Travel Costs
- Increase First Time Fix Rate
- Improve Compliance to Standard Procedures
- Use Equipment and Hardware You Already Own

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Visit Us

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