

Remote Workforce: AR-Assisted Field Services solution

A COVID-19 Imperative



About The Solution

The AR (Augmented Reality) – Assisted Field Services solution by IoT WoRKs™ helps bridge the gap in field services in utilities and oil and gas industries, through real-time, remote, step-by-step guidance made available to field technicians, and a ready-to-refer handy repository of digital content – thus rapidly upskilling and empowering field personnel without having to deploy extra manpower.

As social distancing is enforced and energy and utilities organizations are faced with reduced deployable resources, this remote technology intervention finds increased relevance as it reduces training costs, skill gaps caused due to age, and dramatically improves first time fix rate of assets at much lower deployment – improving safety and enhancing efficiency of the connected workforce.

Features:



Remote mentor:

Real time expert guidance to the field technician on the asset site



Guided operations:

Step by step instruction to resolve any technical issue at asset location



Digitization of content:

Access to digital documentation and information on required tools to fix the problems at right time



Access to repository of training videos to enable the technician prior to visiting the site



Hands-free, zero contact device with intuitive navigation and voice-enabled application

Benefits:



Minimal physical contact:

Minimal and only critical deployment of workforce enabling compliance with social distancing norms, while ensuring that productivity is not hampered



Enhanced safety:

Real-time sensor data such as temperature, pressure, and rotation speed can be rendered on AR devices



Reduction in service cost by 35-60%



High first time success rate and improved efficiency of service operations



Workforce optimization: Lesser field workforce required and improved utilization



Reduction in workforce training costs, error rates, downtime, unplanned maintenance/repair

