

AR/VR powered Immersive Training Solutions

Training today's workforce
with next-gen technology



Introduction

Field service experts represent an unmatched potential for both businesses and their customers, regardless of industry, country, or business. To be more effective and achieve the positive outcomes that businesses expect from field service – increased revenues, savings, and customer satisfaction, and reduced rework, field service team members must learn to nurture and maximize their front-line customer relationships. Large-scale organizations in the United States alone spent more than USD 80 billion on employee training. However, with the onset of COVID, organizations and their usual ways of doing business have changed drastically. Industries are adapting to the new normal in production, resource management, and more. That being said, labor-intensive industries, like manufacturing are still grappling with the new normal. This greatly increases the significance of skilled laborers more than ever before.





Challenges in the Industry

With fresh talent entering the field service workforce, organizations are looking into viable use cases for adopting cutting-edge technologies like augmented reality for their field service business. Many organizations have embraced mobile technology as a training solution for field technicians. With the introduction of social distancing norms, the pandemic has also aided in the rapid transformation of how organizations work. This has further widened the scope for the adoption of AR/VR-powered training solutions.

AR can help businesses preserve long-term employees' accumulated expertise by capturing and transferring it to new personnel. Furthermore, it may assist businesses in retaining veteran employees who can serve as office-based experts in guiding the new employees on the field leveraging XR technologies.

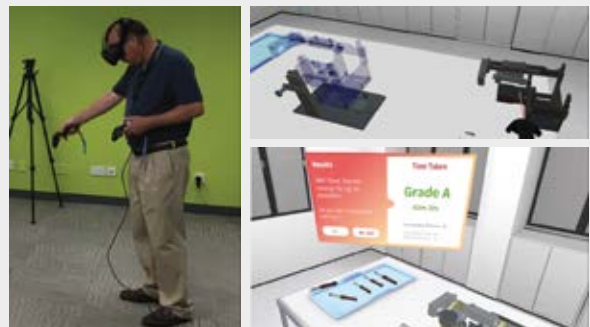
EXHIBIT 1 | The manufacturing industry needs to train its field personnel, but there are several obstacles to overcome.



HCL's Solution

We at HCL have designed a training simulation of various shop-floor scenarios using an HTC Vive application that allows trainees to have a hands-on activity in a virtual 3D environment. This improves visualization of the actual job situation and speeds up learning. The trainee is also graded on adherence to instructions, tool selection, and task completion time in the simulation.

As expert technicians are increasingly engaged with a new workforce, this augmented reality-powered training solution can be utilized to lower training and travel costs. Organizations are thus increasingly pushing to rapidly develop immersive training modules for new workers and reskilling experienced personnel – including a digital library for on-demand learning using XR technologies. This solution helps reduce training costs by up to 50%, save time, and improve retention rates.



HCL

HCL Technologies (HCL) empowers global enterprises with technology for the next decade today. HCL's Mode 1-2-3 strategy, through its deep-domain industry expertise, customer-centricity and entrepreneurial culture of ideapreneurship™ enables businesses to transform into next-gen enterprises.



www.hcltech.com

HCL offers its services and products through three lines of business - IT and Business Services (ITBS), Engineering and R&D Services (ERS), and Products & Platforms (P&P). ITBS enables global enterprises to transform their businesses through offerings in areas of Applications, Infrastructure, Digital Process Operations, and next generation digital transformation solutions. ERS offers engineering services and solutions in all aspects of product development and platform engineering while under P&P. HCL provides modernized software products to global clients for their technology and industry specific requirements. Through its cutting-edge co-innovation labs, global delivery capabilities, and broad global network, HCL delivers holistic services in various industry verticals, categorized under Financial Services, Manufacturing, Technology & Services, Telecom & Media, Retail & CPG, Life Sciences, and Healthcare and Public Services.

As a leading global technology company, HCL takes pride in its diversity, social responsibility, sustainability, and education initiatives. As of 12 months ending on March 31, 2021, HCL has a consolidated revenue of US\$ 10.5 billion and its 176,000+ ideapreneurs operate out of 50 countries.

For more details contact: ers.info@hcl.com

Follow us on twitter: <http://twitter.com/hclers> and our blog <http://ers.hclblogs.com/>

Visit our website: <http://www.hcltech.com/engineering-services/>