resco.Inspections
on RealWear

Deliver the next generation
of innovative work experiences

2022 edition

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"Today's organizations must innovate and adopt new technologies to move forward and to stay sustainable to support their first line workers within field services. Extended Reality solutions like these will increase productivity, support growth of workforce, sustain knowledge within the organization and empower first line workers in their work and private life. Organizations like these become ready for the next technology wave."

Alexander Meijers,
Global XR Technology Lead
at Avanade

The power of assisted reality

IDC forecasts that 65% of global GDP will be digitalized by 2022, and spending on digital transformation (DX) will reach a staggering $6.8 trillion globally by 2023. And there's no doubt why.

Transitioning to digital technologies enables companies to improve operational efficiency, meet changing customer expectations and ramp up the quality of their products. Augmenting with virtual reality is a big part of this transformation.

While some may find value in immersive experiences with AR and VR, there are particular use cases where this is less than ideal. Technicians, engineers and workers need to keep reality first, digital experience second. It's important for their safety and flexibility. That's where assisted reality comes in.

Assisted reality allows a person to view a screen within his or her immediate field of vision, hands-free, without disrupting their focus. Information on the screen doesn't overlay onto a physical environment like in Augmented Reality.

Nor is the experience completely immersive as is with Virtual Reality. This allows technicians to fully control when and how long they interact with digital technology.

Resco, in cooperation with Avanade and RealWear, brings such a solution to the market: a combination of the RealWear HMT-1 ruggedized headset and resco.Inspections software configured by Avanade. The solution enables you to integrate XR technology into your operation while maintaining the safety and flexibility of your engineers and technicians.

To learn more about this emerging technology, let's look at the benefits of using resco.Inspections on RealWear and how the solution enhances operational efficiency in various industries and use cases.

Get to know
resco.Inspections
on RealWear

The RealWear HMT-1 is the world's first hands-free Android tablet-class wearable computer for industrial workers.
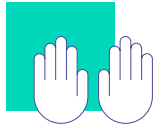
- **Ready for the real work environment** – ATEX certification, IP66 water-proof, drop-proof
- **Compatible with standard equipment** – suitable for helmets, bump caps or safety glasses
- **Advanced functionality** – full workday battery, noise cancellation for voice recognition, tablet power
- **Widely available accessories** – charging stations, spare parts, straps and cases
- **Attractive price** – combined with an industry-leading three-year warranty

resco.Inspections is a digital workflow solution that enables technicians to complete inspections, access job instructions, or document their work progress in hands-free or hazardous environments.

- **Access critical asset data and work instructions hands-free**
- **Use enhanced digital workflows configured by Avanade**
- **Natively connect with Microsoft Dynamics 365 or Resco Cloud**
- **Take advantage of digital technologies even in 100% offline scenarios**
- **Reduce demand for remote expert support**

Get the best of assisted reality with resco.Inspections on RealWear

100% hands-free operation

While mobiles or tablets require active interaction with the device, technicians can operate resco.Inspections on RealWear 100% hands-free. The voice operation with digital workflows makes technicians more flexible and opens up new scenarios in digitalization. Furthermore, the display on the RealWear HMT-1 is much less intrusive than AR and VR headsets, allowing workers to maintain focus on the actual job.

- **Technicians stay flexible and safe**
- **Both hands are available for work all the time**
- **Practical even in challenging conditions**
- **No digital barriers in focus**

Mobile forms always at hand

To date, it's been hard for companies in some industries to digitally transform processes for challenging situations where technicians can't fully interact with devices. However, the new Resco and Avanade assisted reality solution makes it possible for frontline workers to use mobile forms and digital workflows even in difficult scenarios.

- **Streamline data collection**
- **Reduce paperwork**
- **See insights in real-time**
- **Simplify reporting**
- **Reduce demands for remote expert support with instructions**

Remote work ready

Industries like maintenance, manufacturing and utilities struggle with a high turnover rate and a retiring workforce. resco.Inspections allows you to get instructions to workers, no matter the environment, without having to call an expert until they're truly needed.

- **Simplify onboarding and increase first-time completion rate**
- **Ease the related stress with reference materials**
- **Save costs on travel and deploying experts (on-site and remotely)**
- **Mitigate aging workforce and high turnover rate problems**

Assisted reality in various industries and use cases

Manufacturing – Line inspection

Even in new-generation manufacturing factories, the environment is loud and complex with a higher risk of injury. Technicians have to pay attention and watch their surroundings during all activities to stay safe.

RealWear devices empower workers by helping them get the information they need at the right time and in the right context. Inspectors conducting manufacturing line inspections can input data to the system via voice even in a loud environment, thanks to the device's noise cancellation feature which works up to 100 decibels.

The hands-free operation configured by Resco and Avanade allows technicians to sense the environment and keep both hands free for support actions during the inspection. Dynamic questionnaires guide engineers as they proceed through each necessary step, ensuring compliance and enabling them to create reports immediately on site.

Assisted reality in various industries and use cases

Oil and Gas – Pipeline maintenance

Downtimes in the oil and gas industry don't have just financial consequences, but also safety and security risks. That's why it's important to solve any incident quickly – and if possible, to try to prevent them entirely.

Therefore, preventive maintenance is vital for oil and gas companies. With Resco on RealWear, it's possible to increase efficiency in these activities. A technician inspecting or repairing a pipeline can access guides and manuals for instructions on how to proceed through the task, while still keeping both hands free for the actual job.

This approach helps to prevent delays and mistakes and allows technicians to complete even complex jobs the first time. All without the need to deploy other experts or prolonged downtime.

Assisted reality in various industries and use cases

Energy and Utilities – Instruct, mentor and develop new engineers

93% of utility employers **struggle** to fill positions due to lack of experience, training, technical skills, or small applicant pools. This is a prevailing problem in many industries that have trouble attracting a younger workforce. Digital transformation and more interactive support and training can help reverse the trend.

A novice worker in the energy and utilities sector can use resco.Inspections on RealWear to access work instructions to complete a job. This way, the workers don't need a second, more experienced employee to accompany them in the field or to make multiple trips to a worksite. If the novices gets stuck, they can always call back to the expert for resolution.

The assisted reality solution allows companies to manage the expert knowledge more efficiently, speed up the training and onboarding process and reduce the work-related stress that new employees experience. What's more, available work instructions helps technicians increase first-time completion rates and increase customer satisfaction.

Deliver the next generation of innovative work experiences

Artificial intelligence, IoT and augmented reality are all key elements of a digital transformation. But the specific needs of technicians and engineers in many industries might require less intrusive technology.

The assisted reality feature of resco.Inspections on RealWear allows companies to equip their employees with digital tools while keeping practicality and safety in the forefront. Reality first and digital experience second is critically important for industries like manufacturing, maintenance and energy. Resco, Avanade and RealWear understand that.

If you would like to learn more about **resco.Inspections on RealWear** and see it in action for your use case, contact us at **realwearteam@resco.net** or **dssquickstart@avanade.com** to book a demo and learn more about the value of this solution.

Book a demo with Avanade

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"In the fast-paced world of product revolution and skilled labor shortages engineers may come to rely on XR technology as much as their tools themselves. Organizations that want to stand out should embrace this now before it becomes an expectation of their field force."

Christopher A. Witham,
Global CoE Field Service Lead
at Avanade

resco.net

Resco, founded in 1999, is one of the global leaders in developing cross-platform mobile software solutions. Our products enable companies to digitize field service operations with the state-of-the-art management and mobility tools. Complete product portfolio builds on world-class offline functionality, unlimited customization, and strong integration capabilities.

Today, more than 2,500 corporate customers and over 200,000 licensed users worldwide utilize Resco solutions.

Learn more at www.resco.net

avanade

Avanade is the leading provider of innovative digital and cloud services, business solutions and design-led experiences on the Microsoft ecosystem. Our professionals bring bold, fresh thinking combined with technology, business and industry expertise to help make a genuine human impact for our clients, their customers and their employees. We are the power behind the Accenture Microsoft Business Group, helping companies to engage customers, empower employees, optimize operations and transform products, leveraging the Microsoft platform.

Avanade has 56,000 professionals in 26 countries, bringing clients our best thinking through a collaborative culture that honors diversity and reflects the communities in which we operate. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation.

Learn more at www.avanade.com