VIRTUAL TECHNICIAN DIGITAL CONNECTIVITY FACILITATES REAL-TIME GLOBAL COLLABORATION

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The necessity of social distancing coupled with advancements in communication technology has resulted in a new era of technical support.

The typical FM technician faces complex challenges at the work site every day and, unfortunately, some issues may be beyond any individual's experience or skill level. Traditionally in this situation, a higher-skilled individual or Original Equipment Manufacturer (OEM) would be called in to resolve the issue. In the best of times, getting skilled backup to the site translates into expenses and delays. With COVID-19, travel restrictions, and quarantine rules, it is even harder for OEMs or backup from other sites to respond.

For years, technicians have communicated with support personnel through email, tablets, and cameras/camera phones. However, these devices can be cumbersome, and it's often impossible to complete a task while also holding a communication device.

But thanks to recent advancements in augmented reality and wearable computers, new solutions are emerging to make safe, hands-free support a reality.



Augmented by the headset and the support personnel's knowledge, on-site techs are immediately higher-skilled, more productive, and more efficient. Now, experts from around the world can immediately assist technicians in the field – a benefit during times of limited travel, but also a long-term solution to addresses the shortage of highly skilled labor. In general, the cost of the Virtual Technician Program is recovered once one or two travel trips are replaced with a virtual review.

Use Case One:

Rapid Support of Maintenance Activities

Through the headset, OEMs can be reached within minutes to review issues and help technicians resolve them. In a highly connected and collaborative environment, on-site technicians become "the hands" of the remote personnel, who can see and hear everything while directing procedures. This significantly increases recovery time as travel (and the associated costs) are avoided.

Use Case Two: Training and Onboarding

In kinesthetic learning, students absorb information by carrying out an activity as opposed to watching a demonstration or listening to a lecture. Examples include learning how to ride a bike or building a piece of furniture by following instructions. Edgar Dale's Cone of Learning model demonstrates learners can remember 90% of what they do versus 30% of what they see.

The Virtual Technician Program supports kinesthetic learning, enabling personnel to work on new, complex tasks under the guidance of a remote instructor. The Virtual Technician Program also allows trainers to support multiple sites at once, reducing travel time and expense; and is also convenient for ad-hoc trainings on short notice.



Use Case Three: Labor Optimization and Substitution

The Virtual Technician Program can support centralization of highly skilled individuals, who can then be used as shared assets across an organization, resulting in several advantages:

- 1. Shared Resources Cost-sharing of highlyskilled support personnel across multiple sites.
- 2. Improved Productivity Skilled support personnel maximize their productivity by rotating from one challenging task to another across a network instead of only resolving the hardest problems in their own location.
- Technical Resourcing The labor shortage in the skilled trades has created cut-throat competition for top talent. By leveraging the Virtual Technician Program, a facility doesn't need as many senior technicians on-site, which relieves talent-acquisition pressure.
- 4. Career Extension Engineers and technicians spend a lifetime honing their skills, so when they retire they leave a great void which is often difficult to fill. Via the Virtual Technician Program, they can extend their careers by working from home. Without having to travel or deal with day-to-day issues at a site, they can train, troubleshoot, and mentor junior technicians. This helps close gaps in labor shortages and knowledge transfer.

Use Case Four:

Governance, Audits, and Inspection

Periodic audits and inspections of compliance standards are important – but they're also time consuming and expensive. Conducted virtually, audits and inspections uphold standards, at a fraction of the time and cost.

Learn More

We've leveraged the Virtual Technician Program to provide greater efficiency, productivity, and cost control to our clients while avoiding the issues resulting from travel restrictions and social distancing. **Visit our website** to learn more and to see the technology in action.

Contact Us



ALI MOHAMMED Senior Director Reliability Engineering ali.mohammed@cwservices.com

