Deliver remote, hands-free productivity
Smart Technician solutions from DXC

Transform the way technicians and other specialists access expert guidance remotely.

Benefits

- Boost speed, cost efficiency and precision of maintenance and repairs.

- Reduce the risk of unplanned downtime and production outages from equipment failure.

- Display step-by-step augmented reality instructions on equipment needing repair.

- Enable technicians to connect with remote experts anywhere in the world via live, visually guided collaboration.

- Demonstrate compliance with an audit trail of safety steps.

Any company in an industry that relies on equipment will constantly seek to improve the productivity and effectiveness of technicians, engineers, mechanics and other specialists. With higher productivity, the specialists can process more work orders, repair more vehicles and maintain more pieces of equipment. Companies are then able to reduce factory downtime from equipment failures, lower operational costs for maintenance activities and increase business efficiency.

An important aspect of efficient repair and maintenance is experienced specialists, but sometimes they're in short supply. In addition, many enterprises and industries are losing senior staff due to an aging workforce: Between 30 and 35 percent of the global workforce will be eligible for retirement by 2025, meaning that a vast amount of expertise is on its way out the door.

To help you better leverage experienced resources and resolve problems quickly in the field, DXC Technology offers a next-generation solution using wearable technology that connects technicians remotely to experts anywhere in the world. DXC Smart Technician uses the latest in smart glasses technology to show the expert a problem and then allow the expert to provide step-by-step augmented reality (AR) instructions that should turn even the newest technician into an efficient repair and maintenance pro.

Revolutionary collaborative experience

While it may remind you of a scene from The Terminator or RoboCop, the Smart Technician solution is not science fiction. It is here and now, and it will change the way your technicians repair equipment and maintain assets.

At the center of this digital transformation and revolutionary collaborative experience is the latest in wearable technology. Smart glasses and head-mounted tablets deliver unprecedented AR with voice activation and wireless capability for true hands-free operations. And it does this while technicians are maintaining and repairing equipment.

Smart glasses technology has evolved rapidly since Google Glass and the "Glass Explorers" captivated the technological world in 2013. Today, multiple vendors are delivering enterprise-class smart glasses with wireless technology, high-definition (HD) stereoscopic see-through displays, voice- and gesture-activated controls, HD cameras and integrated sensors.

DXC leverages every aspect of the technology to deliver a hands-free digital user experience driven by two key mobile applications running on the wearable device: Intelligent Checklist to receive step-by-step instructions and Remote Expert to connect with remote experts.

Intelligent Checklist: The right information at the right time

Intelligent Checklist from DXC presents step-by-step instructions in a series of cards that use AR to overlay the instructions on top of the piece of equipment being repaired. For more detailed explanations of each step, technicians can request a series of additional actions or information by using simple gestures or voice commands, saying, for example:

- "Play video" to display a short video clip of how to perform each step

- "Show diagram" to display a detailed schematic or wiring diagram

- "Scan barcode" to scan a barcode or Quick Response (QR) code

- "Record video" to record the technician's actions

- "Call agent" to remotely connect to an expert or supervisor

- "Next step" to move to the next operation

Technicians can operate in a truly hands-free mode while accessing all the information they need to perform even the most complex repairsare fed the information in small increments — with just the right amount of information at just the right time to efficiently and precisely maintain or repair the equipment.

A company can choose to include instruction cards with videos detailing the safety steps that must be performed for every operation. For compliance purposes, these operations can be recorded, time-stamped and saved at the time each Intelligent Checklist is run, creating an audit trail proving that the technician followed all safety measures.

Remote Expert: Turning any technician into a pro

Remote Expert from DXC uses digital collaboration software over a wireless internet connection to instantly and seamlessly link technicians in the field with a company's experts, no matter where they are located. Simply by saying "Call expert," less experienced technicians can collaborate with more senior staff to maintain and repair equipment efficiently and effectively.

Through remote "eyes," the expert sees exactly what the technician is viewing through the camera on the smart glasses or head-mounted tablet. The remote expert can then guide the technician until the issue is resolved. If necessary, the experts can take snapshots of the video images they are seeing remotely, mark them up and send them back to the technician, explaining which nut to loosen or which wire to cut.

Why DXC?

DXC Smart Technician employs digital context-aware (DCA) computing, the next generation of computing capability, which leverages precise data management and context analytics to provide the right information at the right time for the right task. DXC is a market leader in DCA computing, with more than 12 patents filed on our DCA platform. This platform, coupled with leading-edge technologies and best practices, provides our clients with next-generation business solutions that help solve real-world business problems.

The DXC Mobile Enterprise Services practice has extensive experience in AR and mobile application development. Our end-to-end mobility capabilities provide the necessary domain expertise, processes, tools and services to help you leverage the latest technology in practical ways and take your organization through a true digital transformation.

Learn more at www.dxc.technology/ mobilebiz

About DXC Technology

DXC Technology (DXC: NYSE) is the world's leading independent, end-to-end IT services company, serving nearly 6,000 private and public-sector clients from a diverse array of industries across 70 countries. The company's technology independence, global talent and extensive partner network deliver transformative digital offerings and solutions that help clients harness the power of innovation to thrive on change. DXC Technology is recognized among the best corporate citizens globally. For more information, visit **dxc.technology**.