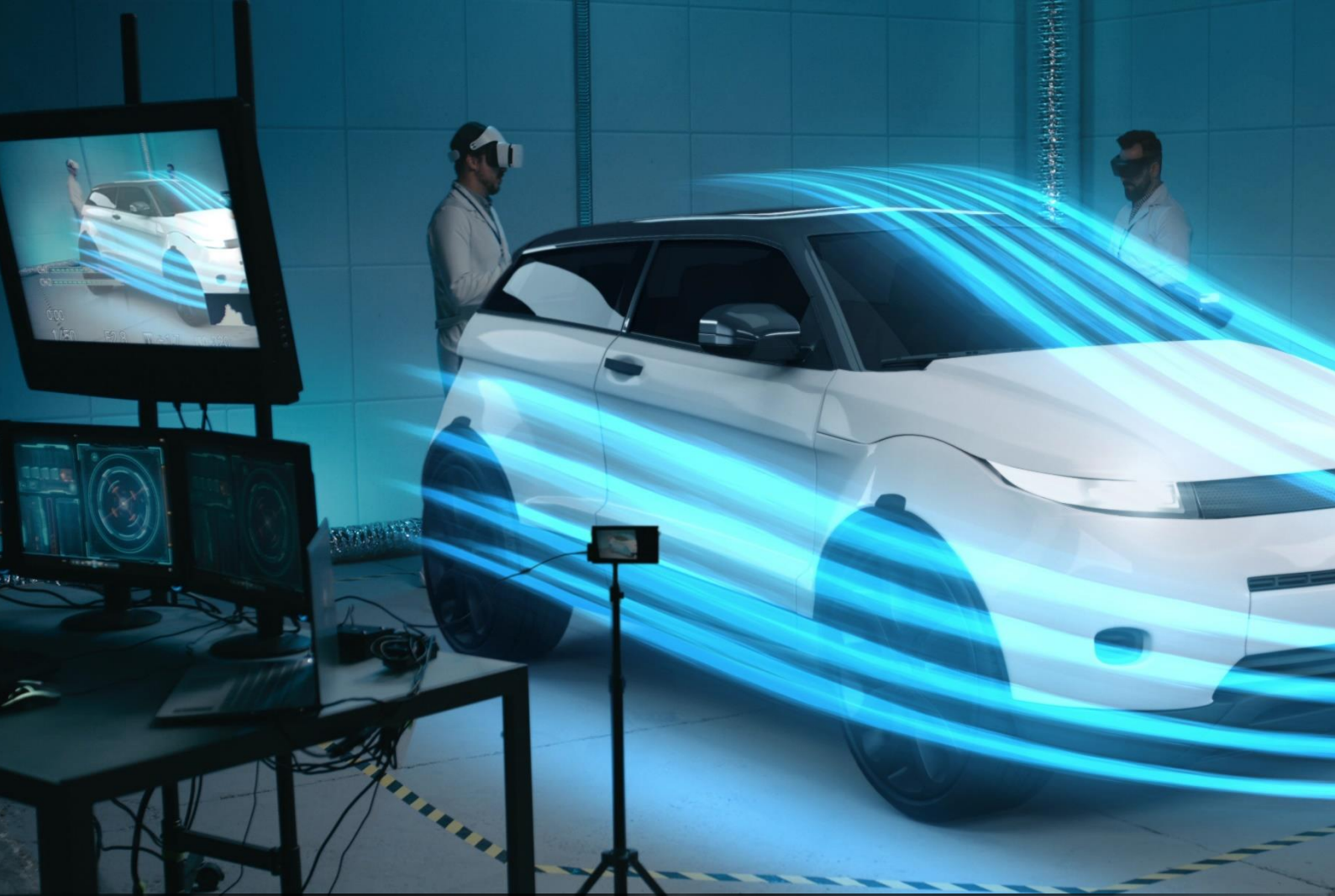**Tech Mahindra**

EMPOWERING FRONTLINE WORKFORCE WITH AUGMENTED REALITY AND WEARABLE COMPUTING SOLUTIONS FOR REMOTE WORKING

Ensure business continuity and keep your frontline workforce safe, connected and secure during these challenging times

Connected World.
Connected Experiences.

KEY CHALLENGES

Ensuring business continuity with limited workforce and expertise at the plants

With travel restrictions experts, suppliers cannot be at the plant for issue resolution

Ensure safety of worker during this unpreceded times of physical distancing

Tech M has a solution to help organizations ensure business continuity and keep their worker safe, connected during these challenging times.

Augmented Reality enabled remote assist solution helps frontline workers connect with remote experts using smart glasses/hand held devices and get real-time guidance for mission critical operations and significantly reduce issue resolution time.

THE TECH MAHINDRA SOLUTION

At Tech Mahindra Augmented/Mixed Reality and Virtual Reality is among top 10 strategic technology bets. By setting up dedicated CoE, we have developed 25+ enterprise solutions with measurable business value to customers across product cycle. With right alliances & partnerships, TechM aims to deliver industry-leading XR solutions to its customers.

Within Tech Mahindra's XR portfolio, Frontline 4.0 solution is of major focus. AR/VR enabled solutions put human at the center of innovation and when deployed at scale its business benefits are significant.

Tech Mahindra along with partners has helped several organizations address business problems with XR solutions, we can help you too!

AR REMOTE SUPPORT SOLUTION

Manufacturing organisations are adopting Industry 4.0 to drive Digital Transformation at the factory floor.

However, majority of manual operations till date rely on legacy tools and methods.

Vital knowledge is residing with experienced workforce who are set to retire. Retaining and transferring this knowledge to incoming millennial workforce is critical.

Increasing frontline worker efficiency and safety is of paramount importance to improve overall performance of the factory.

Tech M Frontline 4.0 solutions help address these changes and empower frontline operators to Spearhead digital transformation. With industry proven AR platform and smart glasses, workers can free their hands to work on core tasks and get all contextual information with in their field of view.

HOW AR REMOTE SUPPORT WORKS

'AR remote support' solution enables field technicians get instant guidance from remote experts and significantly reduce issue resolution time

1 Technician onsite connects with remote expert/design office using hand held device or smart glass

Info: All you need is WiFi.

2 Expert sees exactly what customer is seeing onsite real time

3 Expert guides the customer through annotation, images, drawing and other resources

4 The process is seamlessly documented with photos, videos & screenshots. The display of alerts will protect the technician

APPLICATION AREAS

- Increase productivity and reduce errors of frontline worker
- Improve safety and ergonomics frontline worker

SOLUTION FEATURES/BENEFITS

Live audio/video, chat with auto translator

Annotations in AR mode

Real-time File sharing, screen sharing

Group calling

Supports smart glass, hand held devices

Call log and service report on the fly

GO BEYOND 'REMOTE SUPPORT' SINGLE PLATFORM SEVERAL APPLICATIONS

Immersive Trainings

- Offsite trainings in VR/MR;
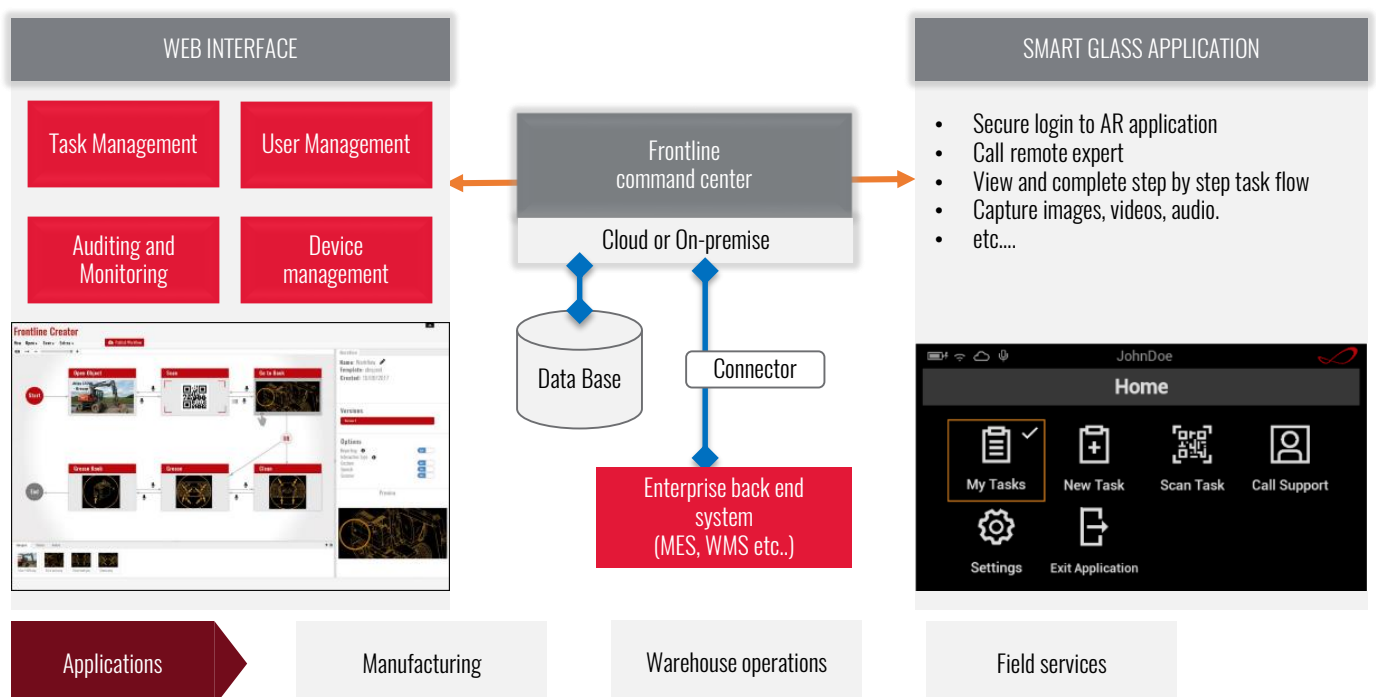- Standard operating procedures
- Virtual factory tour
- Safety training
- Maintenance procedure

Assembly & Inspection

- Assembly and Production
- Quality Assurance
- Onsite trainings
- Value added Services

FRONTLINE 4.0

Warehouse operations

- Pick & place operations
- Manual order picking
- Kitting
- Sorting of inventory

Remote support

- Service and maintenance
- Field inspection and verification
- Documentation
- Knowledge capture

FRONTLINE 4.0 PLATFORM FEATURES

WEB INTERFACE

Task Management	User Management
Auditing and Monitoring	Device management

Frontline command center
Cloud or On-premise

Data Base

Connector

Enterprise back end system (MES, WMS etc..)

SMART GLASS APPLICATION

- Secure login to AR application
- Call remote expert
- View and complete step by step task flow
- Capture images, videos, audio.
- etc....

Applications	Manufacturing	Warehouse operations	Field services

KEY HIGHLIGHTS OF FRONTLINE 4.0 FROM TECH MAHINDRA

Versatile; Single platform many applications

Across Industries

Device agnostic

Enterprise Ready

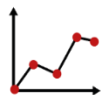## FRONTLINE 4.0 SCALABLE FOR ENTERPRISE

Device Management
(e.g. over the air updates)

Backend Integration
(e.g. augmate existing systems)

Easy Authoring
(e.g. workflow modelling)

Reporting & Analytics
(e.g. picking / workflow statistics)

Efficient User Management
(e.g. active directory integration)

Secure (e.g. On-Prem/
cloud installation)

TECH MAHINDRA ADVANTAGE

Versatile, Scalablé, flexible solution

Rapid deployment with zero foot on the ground

Enterprise ready AR platform compatible for smart glass and hand held devices

INTEGRATED ENGINEERING SOLUTIONS (IES)

IES is a Connected Engineering Solutions business unit of Tech Mahindra. At Integrated Engineering Solutions, customers are at the core of every innovation. We align Technology, Businesses and Customers through innovative frameworks. We deliver future-ready digital convergence solutions across Aerospace and Defense, Automotive, Industrial Equipment, Transportation, Consumer Products, Energy and Utilities, Healthcare and Hi-Tech products. Our 'Connected' solutions are designed to be platform agnostic, scalable, flexible, modular and leverage emerging technologies like Networking, Mobility, Analytics, Cloud, Security, Social and Sensors, that enable launching of smart products and deliver unique connected consumer experiences, weaving a connected world. Coupled with this, our strong capabilities in Electronics, Mechatronics and Mechanical Engineering along with domain understanding and product knowledge, bring excellence to the entire lifecycle of these connected ecosystems.

Tech Mahindra

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