Wipro iX Solutions
Field Services for Tech

Using augmented reality to deliver superior field service

The technology service industry is changing with rapid speed. From the rise of new technologies and new service delivery models, to growing expectations from customers and a transforming workforce, there are many changes that field service providers face today. To stay competitive and meet customer expectations, the industry needs to remain flexible, keep up with emerging technology, expand its mobile offerings, and better anticipate customer needs. The increasing interest in mobility solutions to streamline field operations is the key factor for the growth of the field service market.

Customers now expect field service providers to offer solutions in real-time. In order to meet this service demand, providers are looking for ways to employ more field service technicians with diverse skill sets so customers can subscribe to multiple types of service maintenance under one provider.

Another industry challenge with more field service technicians reaching retirement age, the demand for field service workers are growing, creating an enormous opportunity for the next generation of workers. To close the age and skills gap, enterprises are adopting new technology that appeals to a younger workforce. These new technicians, the 'digital natives,' will embrace the opportunity to use software tools, mobile devices, learn new skills quickly, then apply technology in the field to solve problems, troubleshoot, and save time.

Along with young digital native's workforce, end customers also becoming digital native, and there is huge opportunity for "Left Shift" in Self-Service to encourage and empower the end customers to diagnose & resolve basic issues either themselves and with the help of remote technicians.

Looking forward, field service companies should focus on predictive maintenance, building out their mobile tools for better customer service, and experimenting with different technologies to improve their reliability and efficiency.

Today's Challenges: Compliances, Knowledge Retention, Cost of Service

Technology service organizations face a myriad of challenges including service reliability and efficiency, assurance of service compliances, regulations, retirement of knowledgeable service engineers, utilization of different types of workers, integrated genuine spare parts logistics, autonomous maintenance and increased connectivity.
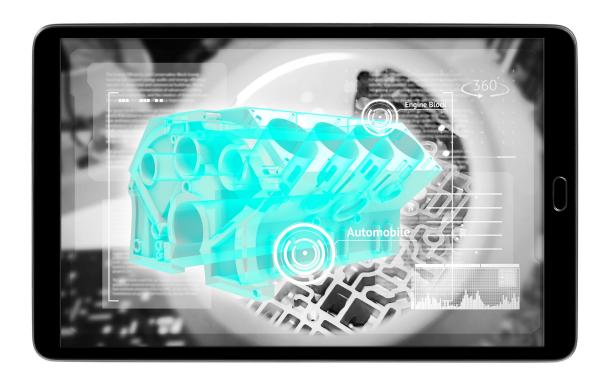
The need to enhance the equipment's **uptime, first-time-fix, speed of analysis, continuity of connectivity** is putting more pressure on technology service organizations.

The Big Question

How can technology service organizations assure regulatory compliance, increase profitability, quickly onboard the new generation of engineers, all while ensuring they are achieving maximum efficiency in the field?

iX Solutions answer field service needs

Wipro's deep expertise in augmented reality and extensive knowledge of the medical field service led to the development of iX Solutions specifically designed for field service teams.

Connect
For field technicians

Connect transforms how field teams and subject-matter-experts collaborate to get work done. With the ability for field teams to connect and collaborate with a remote expert via video, audio, messaging, and annotation in real-time, remote experts can see what the field teams see to troubleshoot problems together, faster.

The power of mobile and augmented reality connects field teams to experts around the world in real-time for faster diagnosis without the need for travel.

Clairvoyance
For field technicians

Clairvoyance augments information onto objects being serviced within the physical environment. Technicians' performance is optimized, and costs reduced because the physical machine and virtual knowledge are blended.

The power of augmented reality and artificial intelligence connects technicians to real-time data, guidance, and assistance from remote experts for faster diagnosis and improved first-time fix rates.

Coalesce
For trainers and technicians

Coalesce projects virtual objects– at scale–within the physical environment so that technicians can hone their skills without the disruption and cost of travel.

The power of mixed reality connects technicians with virtual objects, learning paths, assessments, and certifications for hands-on training in a safe environment that is available from any location and at any time of day.

Let's work together to redefine how work gets done.

The Wipro iX solutions for technology services organizations redefines how work gets done through a human-centered approach that delights users, reduces cycle time, enhances safety, and empowers users with added expertise.

Wipro's deep expertise in augmented reality, virtual reality, mixed reality, and immersive technologies led to the development of Wipro IMAGINE.

Wipro IMAGINE is a powerful platform–developed by our global team of researchers and engineers–that allows enterprises to build transformative experiences that merge the physical and digital world.

By combining Wipro IMAGINE with our iX Studio tool–designed to accelerate the on-boarding of technical documents, subject-matter expertise, 2D/3D models, etc.– to meet the growing demand for solutions that empower users at the point of engagement, Wipro is uniquely positioned to help enterprises forever change the way people work.

FOR MORE INFORMATION:

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About Wipro

Wipro Limited (NYSE: WIT, BSE: 507685, NSE: WIPRO) is a leading global information technology, consulting and business process services company. We harness the power of cognitive computing, hyper-automation, robotics, cloud, analytics and emerging technologies to help our clients adapt to the digital world and make them successful. A company recognized globally for its comprehensive portfolio of services, strong commitment to sustainability and good corporate citizenship, we have over 180,000 dedicated employees serving clients across six continents. Together, we discover ideas and connect the dots to build a better and a bold new future.

SERVICE &MAINTENANCE AUGMENTED REALITY

Technician