



PILOT PROGRAM



PILOT PROGRAM HIGHLIGHTS

Many industries are experiencing significant levels of retirement, particularly among maintenance personnel. The departure of long tenured veterans creates a skill and knowledge gap. Design Interactive developed AUGMENTOR™ to help enterprises include these experts in the process of closing this gap while using Augmented Reality (AR) to simultaneously modernize maintenance operations.

AUGMENTOR™ is AR software that turns any technician into an expert by guiding them through the diagnostic process, leading them from a problem to confirming the cause through a test procedure and selecting the most effective repair. Experts can author these procedures and share it across the enterprise. All technicians can then consume content in a standardized manner.

The AUGMENTOR™ pilot program provides enterprises the opportunity to evaluate AR as part of their operations. The goal of the program is to collect enough data and feedback on the use of AUGMENTOR™ to understand the value proposition and create a roadmap for adoption.

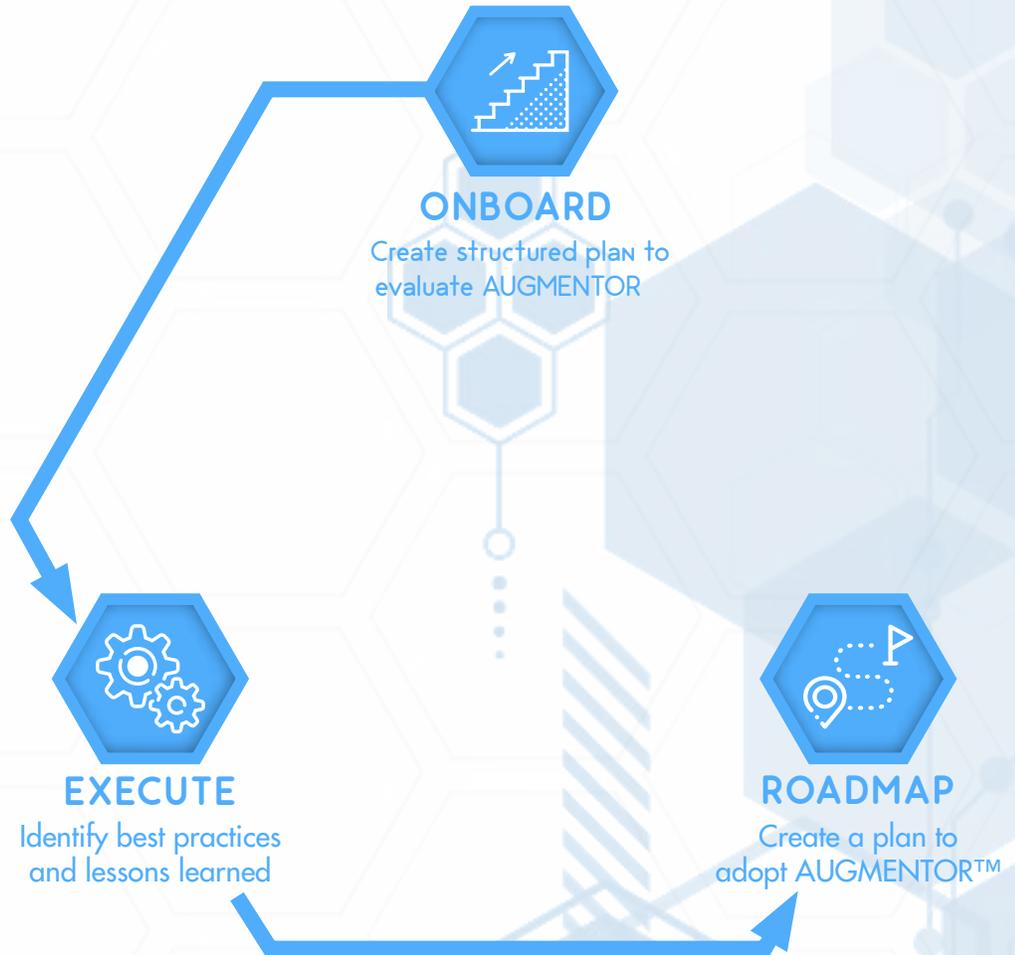
Pilots often set the tone for how an initiative will be received across an organization. Positive and negative aspects of pilots will be communicated across an organization and while not all pilots will be successful, you can maximize your chances of success by evaluating the technology on a smaller scale. The smaller size of the pilot program decreases the amount of initial investment needed, and reduces risk associated with technology adoption.

Each pilot program will be individually crafted to meet the unique needs of each enterprise. The pilot program consists of three phases:
Onboard, Execute and Roadmap.



Design Interactive will work with you to craft a pilot based on the following characteristics:

1. An enthusiastic team willing to critically evaluate progress
2. Clear, achievable goals and objectives
3. Promotion of experimentation and thought
4. Performance measured against key performance indicators
5. Method to capture lessons learned and best practices
6. Effective training on the use of AUGMENTOR™



PILOT PROGRAM HIGHLIGHTS





DI's customer success manager (CMS) works with your project manager to create a structured plan to evaluate AUGMENTOR™. The CSM helps you create a team, establish a communication plan, provision your hardware, develop a data collection plan and train your personnel and stakeholders on AUGMENTOR™. Activities in this phase are conducted in two parts, Pre-Kickoff and Kickoff.



PRE-KICKOFF



Your project manager works with the CSM to prepare a kickoff to ensure your pilot is successful.

Create the Team: The team is going to be responsible for running a successful pilot. They need to champion the process and make sure all stakeholders execute according to plan. The team should include an influential executive champion and an expert in the processes you are targeting. The project manager should be capable of communicating the vision to influencers and decision makers and have the respect of end users to implement the pilot.

Select the Use Case: It is critical to choose the right fit for the technology. The CSM and project manager evaluate potential procedures and select the right facility for the pilot. A facility with personnel that are open to new ideas and procedures that align with the value of augmented reality are important factors in predicting success.

Set Goals and Objectives: A clear goal and a set of objectives are critical to provide guidance for the pilot. The schedule, all data collection and future adoption depends on this.

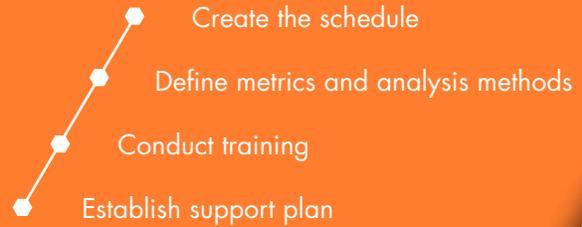
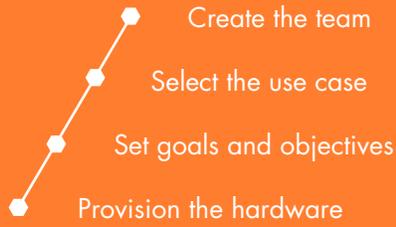
Provision the Hardware: We help you purchase the hardware you need for the pilot evaluation. You will require a Microsoft HoloLens and should consider having backup units as well. Our team will walk you through the process of loading AUGMENTOR™ onto your devices.





ONBOARD

Create structured plan to evaluate AUGMENTOR



KICKOFF

Critical to your success, the kickoff serves to baseline the entire team and communicates the schedule and pilot plan.

Create the Schedule: A schedule will be agreed upon. This includes when the team will start using the technology, when weekly check-ins will occur and a data collection schedule. An outbrief date will be agreed, where our CSM and your project manager will disseminate results to stakeholders.

Define Metrics and Analysis Methods: It is important to determine how you will measure success. From objective metrics such as mean time to perform a task to the more subjective like likelihood to adopt or recommend, the CSM helps your team select the metrics and the tools you will use to measure them.

Conduct Training: Our team will train your personnel on the basics of using the HoloLens, and the fundamentals of AUGMENTOR™. Your team will be empowered to author and use your own content for the pilot and how to care for the hardware.

Establish Support Plan: After the kickoff, the CSM will provide remote support. Your team will continue to receive technical support from the extended DI team throughout the pilot.





EXECUTE

A successful kickoff means you are ready to start using AUGMENTOR™. Our CSM and technical team provide remote support while you execute the data collection plan in hopes of formulating best practices.

Author Content: The training session has empowered your team to take your existing procedures and digitize them using AUGMENTOR™. Your team is now actively creating and placing troubleshooting methods and repair guides as per the kickoff plan.

Collect Data: Once the procedures are authored and the team is using them, the data collection begins. From observations of use to run time metrics, the project manager executes the data collection process supplemented by check-ins by the remote DI team.

Check-In & Course Correct: As you progress through your pilot, the CSM is regularly checking in and speaking with the project manager and stakeholders to ensure pilot success or to help course correct. Weekly check-ins are used to ensure adherence to plan and a mid-point check-in brings the team leaders together to review progress against objectives.

Remote Support: You will get the same level of remote support as if you purchased a full license. The DI team is on call and your challenges will be escalated and handled. You will have access to not just the CSM but technical experts as needed.



EXECUTE

Identify best practices
and lessons learned





The pilot is nearing its end and it is time to analyze the data, summarize the lessons learned into best practices and begin roadmapping the adoption process.

Interview Stakeholders: The data collection is not quite finished. You have insight into what happened but what do the broader stakeholders have to say? One on one interviews with the end users, the department manager, your information technology reps and your executive champion will help provide a clearer picture.

Analyze Data: After spending two months collecting data, gathering insight into what it actually means will help measure the impact of AUGMENTOR™. We will help evaluate whether the pilot resulted in a change in knowledge, attitudes and behavior of employees while determining if they used

AUGMENTOR™ as expected and if they would recommend it to other employees and facilities. Objective metrics will help suggest whether there will be future success across the enterprise.

Review Lessons Learned: You can only get better from here. You have your data, all feedback has been considered and we help you summarize what you have learned and what that means for future use. What are your best practices? We help you document those.

Calculate ROI: If we collected the right data, you will have insight into your future return on investment if you adopt AUGMENTOR™. Considering the price of software and hardware and gains made in productivity or near misses, we help you uncover the potential ROI so your team can communicate value through your executive champion.

Create Adoption Plan: We are just getting started. If the pilot was successful, you have the data you need to consider future adoption and what's next. But what does adoption look like? It takes a plan. The project manager brings the stakeholders together and a plan is crafted that attempts to extend the technology to a second facility, new procedures or potentially enterprise wide.



ROADMAP
Create a plan to
adopt AUGMENTOR™





FREQUENTLY ASKED QUESTIONS

1

Do I need to provide a HoloLens?

Yes. The pilot program requires you to have a Microsoft HoloLens to run the AUGMENTOR™ software.

2

Where do I buy a HoloLens?

You can purchase directly from Microsoft. You can make the purchase online at the Microsoft Store: <https://www.microsoft.com/en-us/hololens/buy>. We recommend you set up an account if you don't have one currently. Design Interactive would be happy to help you make this purchase if you have difficulty.

3

How can I get AUGMENTOR™ on my HoloLens?

We will walk you through the process. We can make AUGMENTOR™ available through your corporate Microsoft Store if you have one or assist you remotely once you receive your HoloLens.

4

What are the limitations of where I can use the HoloLens?

The HoloLens is now certified as basic protective eyewear. DI recommends avoiding using the HoloLens in direct sunlight or areas of high heat. The HoloLens does limit a user's field-of-view, so users should be cautious when doing activities in areas of high traffic while wearing the device. DI will work with you to educate personnel on where and when the HoloLens should be used.

5

How long does the pilot last?

A typical pilot is designed to last up to 3 months. It can be shortened or lengthened based on your needs and use case.

6

Do I have to purchase a software license on top of the price for the pilot program?

No. The pilot includes the cost of the software license which lasts for the duration of the pilot. If you wish to purchase a license upon completion of the pilot, we can provide a quote at that time.

7

I see your software works with Atheer's AiR Enterprise™. Can I pilot both AUGMENTOR™ and AiR Enterprise™?

Yes. We recommend you start with AUGMENTOR™. However, there is no added cost to piloting both software together.

8

How many users participate in the pilot?

Typically 10 users participate in the pilot.

9

Am I restricted to the number of devices I can load the software onto during the pilot?

No. We will help you load onto a single device, but you can load the software onto multiple devices (up to 10). Remember though, adding devices will add more complexity to your evaluation.

10

How many facilities can participate in the pilot?

One facility is best and we recommend no more than two. It depends on your use case and business practice. Limiting the pilot to a smaller footprint will allow greater focus and understanding of value and barriers to adoption.

11

What if I encounter a problem during the pilot, like a bug?

We provide remote support just as though you purchased the software and will repair bugs deemed to prevent successful completion of the pilot.

12

What if I want to add new personnel to the pilot to be trained after kickoff?

One training session is held at kickoff. All personnel who must be trained need to be identified prior to kick off and they will be trained during the onboarding phase, up to 10 people. If you kick off with less than 10 and require a subsequent training session, this will incur added cost.

13

Do you offer any other services like creation of imagery, videos or Holograms?

Yes. DI's multimedia and design team can create any content you desire ranging from instructional imagery to 3D holograms. These services are provided at an added cost.

14

I have procedures I want to pilot with AUGMENTOR™, but don't know the most effective way translate into AUGMENTOR™. Should I use images, videos? Can you help?

Yes. DI will either train you, or offer the services of a training expert or personnel experienced at creating procedures for analogous use cases. Using AUGMENTOR™ is easy, but we know that not everybody is great at creating content. We can help.



15

I have a business need and want to evaluate AUGMENTOR™ but have limited resources. We just aren't set up to manage a pilot like this. Can you manage that for me?

Yes. If you require a dedicated DI project manager to help you evaluate the software, we can provide that.

16

If I need other services, when is the best time to engage DI?

Prior to the onboarding phase. We strongly believe you will be most successful if you train on your own content. We want to set you up for success. That means making sure you have everything you need before you begin including all imagery and holograms or videos that will help you.

17

What hours of support does DI provide?

Our customer success team is available for support during normal business hours Monday-Friday, from 9 am to 5 pm EST with the exception of holidays. We understand some clients are in different time zones and we can work with you on the best way to support.





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For more information on AUGMENTOR™ and how augmented reality can assist maintenance operations, contact DI at designinteractive.net/contact-html/ or directly email Matt Johnston at matthew@designinteractive.net.

