



SCOPE<sup>AR</sup>



# THE ULTIMATE GUIDE TO ENTERPRISE AR:

Choosing the Right AR Solution for Your Organization

## AR MARKET OVERVIEW

By now, most businesses have begun to realize the tremendous potential of augmented reality (AR). As more enterprise-focused case studies emerge and continue to prove the viability of the technology, organizations are increasingly implementing AR today as a strategic part of their technology stack.

Early adopters are utilizing augmented reality across a variety of applications including maintenance; repair; product assembly and manufacturing; field service; customer support; and training. Whether it is converting hundred-page paper instruction manuals into digitally rich and intuitive AR work instructions or quickly empowering a remote worker to get the information they need, when they need it, through an AR-enabled live support call, an AR solution

delivers unprecedented levels of knowledge sharing. AR leads to improved workforce efficiency and safety, as well as reduced errors and equipment downtime.

With so many possible use cases, enterprises can easily get stuck on “How do I get started?” and run the risk of falling behind on deploying this transformative technology. This simple guide is designed to help you identify the right AR solution that fits the needs and priorities of your organization.



- 1 THE POWER OF AN INTEGRATED AR PLATFORM
- 2 BEING DEVICE AND HARDWARE AGNOSTIC
- 3 CHOOSING AN ESTABLISHED VENDOR
- 4 THE NEED TO COLLECT, RETAIN AND SHARE DATA
- 5 ALIGNING TO THE BUSINESS PROBLEM

## 1 THE POWER OF AN INTEGRATED AR PLATFORM

Augmented reality is meant to enhance a user's environment by overlaying essential information, animations or 3D graphics onto his or her real-world view. Whether you are looking to deploy AR to a few employees on the shop floor or an entire team of remote field workers, only an enterprise-class AR solution will have the robust integration capabilities to scale the needs of your organization.

It is important that an AR solution fits into your organization's existing information architecture and can access the data needed to augment the real-world with rich, intuitive content. Choosing an integrated platform that is flexible and can easily connect with existing systems such as ERP and IoT will allow you to quickly get up and running with AR applications and start reaping the benefits AR can offer.

### LOOK FOR A SOLUTION THAT CAN:

- » Offer both real-time remote assistance and access to pre-built AR work instructions simultaneously, in one application
- » Connect to the essential data warehouses and information systems needed for creating AR content
- » Deliver ease of use for all types of users by looking for a solution that doesn't require previous coding experience for content creation, as well as one with a simple user interface so workers and experts can quickly collaborate and share knowledge
- » Provide on-premise and cloud deployment
- » Accommodate and help design custom integrations or configurations to best meet the special needs of your organization

### KEY QUESTIONS TO CONSIDER:

- » Who within my IT organization should I involve to ensure an AR solution can integrate with our existing technology systems?
- » What systems will an AR solution need to access?
- » What are the systems requirements for implementing an AR solution?



## 2 BEING DEVICE AND HARDWARE AGNOSTIC

As the hardware deploying AR solutions continues to improve - both in the smartphone, handheld, and AR glasses landscape - it is important to choose a solution that can support a broad range of devices and development platforms. Partnering with a provider that takes a hardware agnostic approach will empower your organization to deploy AR applications immediately on the devices already available within your organization. Doing so will also help protect the investment you make in AR today by knowing the solution can evolve to support the hardware and preferred platforms of the future, eliminating the risk of getting locked-in to a single device or development platform that could quickly become outdated as the landscape evolves.

### LOOK FOR A SOLUTION THAT CAN:

- » Manage device provisioning to control content publishing and distribution to selected devices
- » Offer cross-platform support for handhelds, desktop and AR wearables so that your organization can use your device(s) of choice. This includes devices such as Android, iOS and Windows smartphones and tablets, as well as leading industrial headsets and AR glasses such as Microsoft's HoloLens 2 and RealWear's HMT-1.



### KEY QUESTIONS TO CONSIDER:

- » What devices are already approved and provisioned by my organization, and can I run AR applications on them?
- » Will my team benefit from a hands-free work scenario? If so, what wearables are available, and does an AR solution support them?

### 3 CHOOSING AN ESTABLISHED VENDOR WHOSE CORE COMPETENCY IS AR

While the availability of things like ARKit and AR-Core have made AR development more accessible, building enterprise-grade software is extremely complex, and few vendors on the market today are able to deliver the AR technology solutions that enterprise organizations require. Delivering enterprise-class AR solutions demands extensive knowledge and expertise around security protocols, back-end systems integration, scalability and support for a wide array of devices.

When evaluating AR solutions, it's critical that you partner with a vendor who has demonstrated technical expertise and a proven record of success with other enterprise leaders. Adopting a solution that has simply added on AR functionality to an existing product or one that is custom-built to meet your current needs is not scalable and will be expensive to maintain as your usage expands to new business units or applications.

#### LOOK FOR A SOLUTION THAT CAN:

- » Provide administrative controls that allow for varying levels of permission and can ensure employee access is limited to only the parts of the platform they need
- » Handle data securely and in compliance with IT requirements
- » Offer real-world customer case studies with proven ROI
- » Support a handful of users within one team or scale to accommodate thousands of users across the organization as needed
- » Deliver compatibility with nearly any network so remote users can connect and get the knowledge they need no matter where they are
- » Provide platform training and onboarding support to ensure employees are utilizing the tool to best meet their needs

#### KEY QUESTIONS TO CONSIDER:

- » Can a vendor share similar vertical industry or use case examples of how their technology has been used?
- » What is the implementation time for an AR solution?
- » What do I need to know about the security of the AR solution?



## 4

## THE NEED TO COLLECT, RETAIN AND SHARE DATA THROUGH AR

An inherent benefit of augmented reality is that there is a camera pointing at what's being seen in the real world. This offers a wealth of opportunity to capture, retain and share knowledge and data for future improvements and analysis, but it can also help provide an audit trail for compliance and ensure safety and quality accountability.

### LOOK FOR A SOLUTION THAT CAN:

- » Quickly build, update and publish work instructions so workers can access the most up-to-date information on any given procedure without ever having to worry about version control
- » Support encryption of content and metadata captured during sessions
- » Provide built-in analytics around key work activity and information, such as how long it takes a user to perform a single step, as well as time to complete the entire procedure

- » Capture images, annotations, and screenshots for future use and documentation
- » Implement procedural checklists and verifications to ensure safety and compliance
- » Record live support sessions so the expert guidance (both verbal and visual annotations) can be retained and shared in the future
- » Generate reports and actionable insights around opportunities for improvement or additional employee training

### KEY QUESTIONS TO CONSIDER:

- » How easy is it to import CAD files into the platform? Can I still easily create AR content if I don't have access to my organization's CAD files?
- » Where will the data captured in the AR solution be stored?
- » How can my AR solution partner help manage concerns employees may have around privacy?



## 5

**ALIGNING TO THE BUSINESS PROBLEM YOU'RE TRYING TO SOLVE**

While augmented reality is an exciting new way to share knowledge and interact with data, the technology isn't a "one size fits all" solution. In order to identify the best AR solution for your organization, you must first consider the business problem you are trying to solve. Augmented reality is ideal for use cases that have low volume and high complexity or have high volume where small, incremental improvements can make a big impact on the bottom line. Think of a product that isn't being mass-produced, but involves complex manufacturing procedures or assembly steps. Or, identify a repair or maintenance procedure that is done frequently, but if improved upon in terms of efficiency or accuracy, could bring measured value to your organization. Augmented reality is also well-suited for use cases that are logistically complex, making it challenging and costly to get to a remote location for servicing or maintenance of a piece of equipment. In all of these type of applications, AR can

deliver the intuitive visual content or expert guidance needed to more effectively train employees, improve worker efficiency and accuracy, reduce equipment downtime and increase the first-time fix rate of equipment or industrial machinery.

**Look for a solution that can:**

- » Specifically meet the needs of the problem you are trying to solve
- » Connect employees anytime and anywhere for instant communication and knowledge sharing
- » Support multiple applications and use cases, such as live, remote assistance or the creation and delivery of guided AR instructions, in order to future proof your technology investment and ensure scalability

**KEY QUESTIONS TO CONSIDER:**

- » What problem am I trying to solve with the use of AR?
- » How will I measure the ROI of an AR solution?



## NEXT STEPS

Scope AR is the pioneer of enterprise-class augmented reality solutions, delivering the industry's only cross-platform AR tools for getting workers the knowledge they need, when they need it. The company is revolutionizing the way enterprises work and collaborate by offering an integrated AR platform that provides more effective and efficient knowledge-sharing to conduct complex remote tasks, employee training, product and equipment assembly, maintenance and

repair, field and customer support, and more. The company's device-agnostic technology supports smartphones, tablets and wearables, making it easy for leading organizations like Boeing, Toyota, Lockheed Martin, Honeywell, Assa Abloy, GE and others to quickly scale their use of AR to any remote worker. The company was founded in 2011 and is based in San Francisco with offices in Edmonton, Canada.

### FOR MORE INFORMATION:

- 1 VISIT OUR WEBSITE AT: [WWW.SCOPEAR.COM](http://WWW.SCOPEAR.COM)
- 2 TALK TO AN EXPERT: [SALES@SCOPEAR.COM](mailto:SALES@SCOPEAR.COM)
- 3 FOLLOW US ON SOCIAL MEDIA:

