



Best Practices for Finding the Right Connected Worker Solution

The COVID-19 pandemic shed light on the need to strengthen digitization to ensure business continuity. The rising delays/downtime and associated costs from increasingly complex operations demand a newer approach to close knowledge gaps. Connected workers can capture, retain and distribute knowledge across a globally dispersed workforce using assisted reality collaboration software, wearables, mobile networks and expert infrastructure.

While connected worker solutions are known to enable workplace productivity, safety and efficiency, it is important to first identify the right gaps that need to be closed in your business. To drive maximum business value and ROI, organizations must follow a pragmatic approach to connected worker programs that's tailored to meet their specific business needs.

To transform teams into connected workers, they must be provided with the right tools, technologies and trainings. We've put together five best practices that can help you find the right connected worker solution:

What is the purpose of buying?

Ask yourself this key question – what is the purpose of buying a connected worker solution? It is not about getting the best solution, rather the “right solution” for your organization to get the job done efficiently. Take under consideration the environment that it will be used in—indoors or outdoors, harsh/ATEX conditions or loudest environments. Industrial workers often need both hands free, which calls for an “eyes forward, hands-free” approach combined with advanced assisted reality technologies that streamline your processes like inspection, training or likewise.

What solution capabilities you need?

It is of utmost importance to look at the solution capabilities that the connected worker program brings. The outcomes when workers are hands-free:

- Drive process compliance and quality
- Access information within seconds
- Use hands-free while wearing gloves
- Workaround to travel restrictions
- Maintain situational awareness
- Bring knowledge to operator at the exact moment of need

The solutions should be capable of saving time and increasing productivity while reducing costs.

Will my employees implement it without hesitation?

The technology you adopt should be easy to use by your remote workforce. The hardware and software solution should be intuitive for the end-user. If your employees are unable to use it, it could turn into a wasted investment or lost opportunity. The solution must be aligned with your company’s existing processes and integrate easily with third-party software such as Microsoft Teams, Zoom, Cisco Webex or other purpose-built solutions. Moreover, many on-site workers prefer a device that does not obstruct their field of view and eliminates the need for them to remove their gloves to use it. Voice-enabled commands that allow for quick knowledge transfer from back offices even in low-bandwidth areas will put workers at ease.

What about device compatibility?

You will derive maximum business value from a connected worker solution only if it can solve your specific business pain point. The solution must have a suite of readily available applications that can be adapted to your business needs. It should give you the flexibility to explore other use cases within your business. The solution should be compatible with data management tools and offer enterprise-grade security. If choosing a wearable, the AR-enabled device you choose should also be compatible with PPE, if worn by your workers, such as helmets, hard hats, or other gear.

Does it offer training?

Workers need to be onboarded with the necessary knowledge to operate the device efficiently, enabling optimal results. The connected worker program should offer the right training and resources that can help the staff successfully incorporate new technology into the workplace. From device overview and safety enhancement to effectively using the joint solutions, a training program and curriculum can help businesses make the most of their connected worker solution. While deploying connected worker programs, it is also critical to keep everyone informed and involved from the beginning so that they can feel confident in implementing and promoting the device and technologies.



Transform Your Workforce with the RealWear & Librestream Connected Worker Solution

RealWear's head-mounted, voice-controlled RealWear devices offer hands-free operation for frontline workers across industries to complete their tasks safely and efficiently. Offering unmatched noise cancellation in 95dB environments and voice recognition, the device can be accessed with simple voice commands even when wearing gloves. Take, attach and share photos with simple voice commands. The micro display sits just below the line of sight, views like a 7-inch screen, and can be quickly moved out of the way when not needed, ensuring it maintains situational awareness.

With a solid build, the RealWear device is IP66 rated and fully operational from -20 to +50 degree Celsius. It is resistant to water, dust and can withstand drops up to 2 meters without functionality or physical damage. The full shift battery with a sealed port ensures complete safety. In addition to an 8-10 hours battery life, the device comes with an integrated 'hot swappable' function that facilitates a battery change during operation, without resetting any applications or rebooting the device. RealWear HMT-1Z1 is the only ATEX Zone 1 rated headset making it ideal for hazardous conditions.

To ensure users unlock the complete potential of the devices, RealWear develops and facilitates training curriculums that increase safety, compliance, business efficiencies, and improve ROI. RealWear devices are equipped with Librestream's enterprise-class software and security that aligns with existing company security protocols. And, it easily integrates with device management solutions.



The Onsight platform from Librestream transforms workforces through knowledge networks, that capture, analyze, deliver, and preserve information to increase resiliency, efficiency, and safety across workforces. The core Onsight includes the fundamental capabilities required to build and expand these knowledge networks. From remote expert assistance, digital work instructions, knowledge preservation and specialized accessories that expand use cases.

Extending from the core capabilities are advanced AI capabilities that contextualize content with NLP translations, optical character recognition for smart tagging of content, computer vision for automatic object recognition and surfacing of relevant content, and IoT integration to visualize critical sensor data at the point of service. These innovative capabilities reduce the cognitive load on workers, automate on the job training, and drive operational insights.

Find out how our RealWear assisted reality device powered by Librestream Onsite has unlocked measurable business outcomes for leading organizations like Renault Trucks and CEC Mining.

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