

SPACE 1

Extended Field Solution

SPACE1 is the all-in-one solution that leverages Augmented, Mixed and Virtual Reality to support modern technicians during the on-field execution, broadening their capabilities thus to help them complete their repair and service tasks more quickly and efficiently.

CHALLENGE

Field service technicians often get in situations where they find themselves unfamiliar with a specific asset, forcing service organizations to send more experienced technicians to the remote worksite where a certain level of expertise is needed. However, this approach becomes onerous, tedious, and therefore inefficient.

SOLUTION

Using SPACE1, service organizations can empower field technicians with Augmented, Mixed, and Virtual Reality, allowing them to handle the most complex maintenance and repair tasks. Through an AR-enabled device, field technicians can exploit a set of preconfigured resolution procedures and dedicated on-demand expert guidance, overlaid on their own real world.

Train, collaborate, solve.

SPACE1 - Extended Field Solution broadens field force capabilities thus to help them complete their repair and service tasks more quickly and efficiently, enabling interactive collaboration and coaching.

EXTENDED TRAINING

It makes possible to conduct training sessions, allowing users to collaborate anywhere they are.

EXTENDED COLLABORATION

It expands the concept of collaboration between users, introducing innovative ways of working.

EXTENDED MAINTENANCE

It improves quality assurance and enables field technicians to complete tasks quicker.



Powerful and intuitive AR, MR, VR at service team's fingertips.

SPACE1 supplies digitized service information, enabling technicians to experience instructions and guidance in ways that are more comprehensive, while minimizing mistakes and reducing downtimes.



AUTOMATIC ASSET RECOGNITION AND VISUALIZATION OF DATA

SPACE1 provides advanced functionalities aimed at the manual or automatic recognition of objects, to detect and render something via a mobile device, through computer vision technology.



DOCUMENTS AND MULTIMEDIA CONTENT AT THE USER'S FINGERTIPS

Photos, technical documents and multimedia content can be associated to any virtual object, thus contributing to enhance the user experience and improving skills and Work & Health Safety standards.



REAL-TIME DATA THANKS TO INTEGRATION WITH IOT

SPACE1 can capture information from IoT systems, in order to help maintenance technicians understand problems and factory workers to do proactive maintenance that may prevent costly downtime.



VIRTUAL WHITEBOARD FOR ADVANCED COLLABORATION

Among the innovative features of SPACE1 Extended Field Solution, technicians can rely on the Virtual Whiteboard, the place where advanced multimedia content is shared and visualized.



HANDS-ON GESTURE AND 3D MODELS MANIPULATION

Technicians can rely on hands-on gestures and Mixed reality technology to manipulate 3D objects remotely and provide the guidance needed.



STEP-BY-STEP RESOLUTION PROCEDURES

When performing their activities, technicians can rely on a full set of back-end configurable resolution procedures to receive step-by-step guidance on how to complete each single task.



Hardware agnostic solution



Online & offline



On cloud & on premises

An all-in-one solution, delivering proven benefits.

30%

Increase in remote resolution rate

20%

Improve in first-time fix rate

40%

Reduce in on-the-job training times