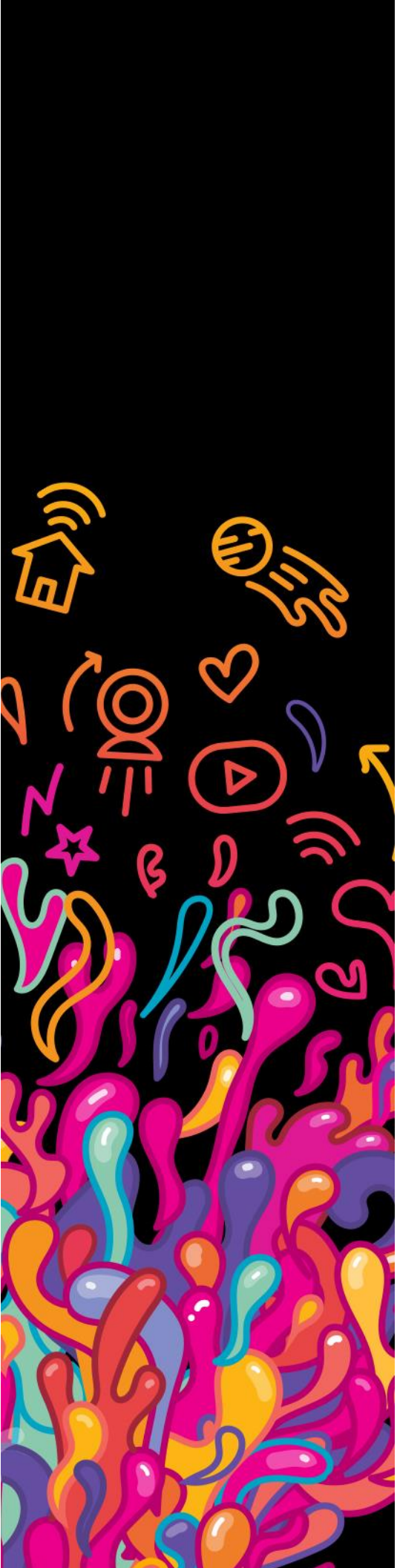

February 2023

Amdocs AR Maintenance & Training

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AR Maintenance & Training

Empower the doers

We believe the increasing complexity of industrial machinery, combined with retiring experts, means that experts matter more today than they ever have.

Amdocs is passionate about empowering field technicians or engineers to be self-sufficient maintainers of their equipment with the capability to perform repairs and to support all operations.

The Challenge:

There's a big trickle down effect on not having a properly trained workforce. Step-by-step work instructions are not followed causing business impact or even endangering life.

The Solution:

The Remote Assist solution, which uses AR technology to reproduce the field technician's work environment, provides a "see what I see" environment for both the on-site Technician and the remote expert. This unlocks new levels of collaborative capacities that can solve the problem of delayed repairs and the first-time-right experience. The solutions are implemented as follows:

- Technicians follow the workflow dictated by the AR-system
- Connects with a remote expert for help with specific issues
- Experts and technicians have a shared workspace mediated via AR
- Expert provides detailed guidance to the technician
- Seamless documentation of the repair process from start to finish
- Capture tribal knowledge and machine instructions from seasoned employee
- Hyper-realistic 3D models

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The Benefits:

By connecting the technician with a remote expert, the Remote Assist solution leads to:

- Accomplish routine and complex preventive maintenance.
- Works in secure, austere, and remote locations.
- Mutiple layer of cyber security
- Real-Time resolution
- Improved productivity with track work progress
- Improved quality with error reductions (Provide quality assurance)
- Impact on the consistency of the training.

Amdocs AR Maintenance & Training Youtube Video:

https://youtu.be/UlnMi7Mk8Ak

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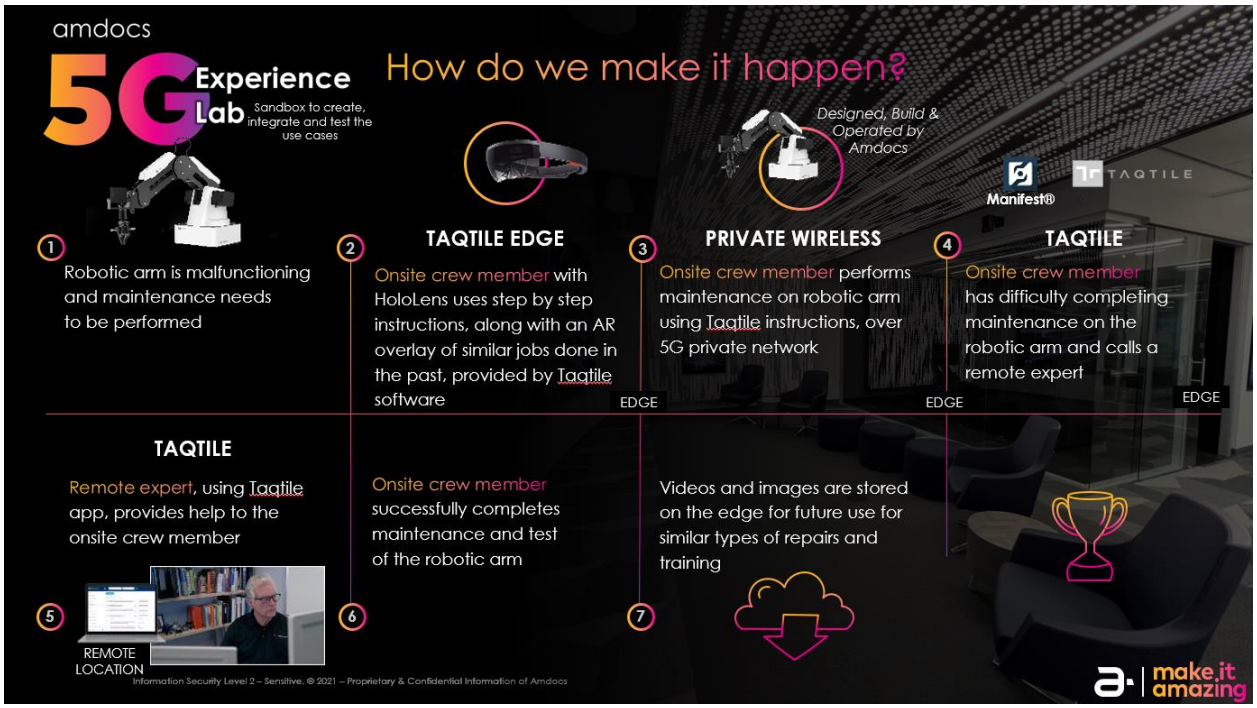

Why Amdocs

Amdocs leverages a deep understanding of existing capabilities and strategies to create tailored solutions that combine our own assets with those of the service providers' enterprise customers. Our holistic solution design approach considers enterprise requirements, use case, future vision, as well as the degree to which the enterprise wishes to manage their own network operations.

Leveraging our 5G labs for co-development with customer as sandbox for any use cases, vendor experience, flexible solution blueprints and private network deployment experience, we test vertical solutions on connected network architectures and deploy them at scale with a faster time to market while being a single point of accountability for committed SLAs, minimizing risks associated with private network implementations. Meanwhile, our global delivery and support organization – spanning RAN, core, cloud, IT, system integration, transport, security and software domains – enables us to manage all the complexities of an end-to-end private network solution.

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With our combination of deployment and automation, private network management console and AI-enabled operations services, we lead the industry in enhancing the customer experience, while improving overall operational efficiencies.

Learn more

To discover how Amdocs' private network solutions can help your enterprise customers, reach out to networkmarketing@amdocs.com

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