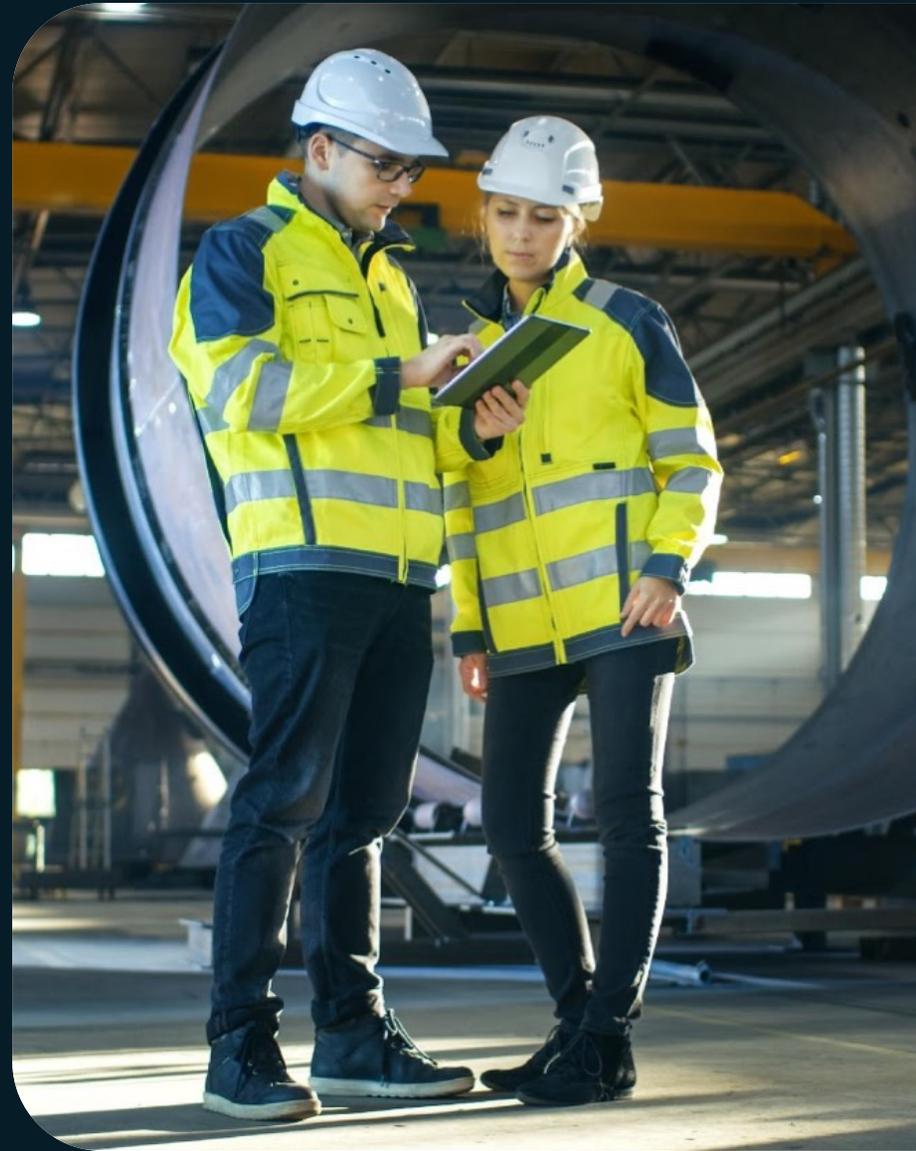


Accelerate Your Digital Journey with a Connected Workforce

Connect and empower your frontline workforce to perform at their best with **AI-powered** connected worker technology

Augmentir



Surviving the **New Normal** requires a connected workforce

The global pandemic has disrupted the way we work – and in doing so exposed the glaring lack of investment in industrial frontline workforces in manufacturing, energy and field service.

This lack of investment perpetuated work processes that relied on face-to-face training, in person assistance, paper processes, and a stable, predictable workforce. When COVID appeared, these constraints created crises for companies, causing them to scramble to keep the lights on, keep product being made, and equipment being serviced. While the pandemic exposed these issues, some manufacturers and industry analysts have been saying this same thing over the last 5 years – that **a growing digital divide existed within companies between the office worker and the frontline worker**. This growing digital divide is leaving many companies ill-prepared to meet the needs of the rapidly evolving frontline workforce. These workers still need access to information, guidance, training, and support, but can no longer rely on outdated work processes and don't have the digital tools and technology available to them.

Yet, despite the increased focus on digitization efforts, **many well-intentioned digital transformation efforts still fail to include the frontline workforce** in the equation, who are an integral and obvious part of the process. And as they are typically disconnected from the business at large, they continue to be disconnected from a company's continued digital transformation.



Empowering workers to perform at their best

For some companies, the lightbulb has been lit. They recognize just how integral frontline workers are to their company's digital fabric and that overlooking these workers has caused their digital transformation efforts to fall short of their objectives.

These same industry leaders are now investing in an integrated approach – empowering their frontline teams with connected worker solutions that utilize technology such as mobile and wearable devices, augmented and mixed reality (AR/MR), and artificial intelligence (AI). Connected worker solutions that bring together these technologies are helping to connect a new class of workers and are allowing organizations to proactively and continually deliver the right level of training, support, guidance, and improvement.

Connected worker solutions are empowering workers to perform at their best and helping operations managers to deliver superior results even as the skills variability of their workforce increases. Furthermore, **connecting workers directly into the digital fabric of the business**, allows leaders to improve the business processes that surround the company's workers, including manufacturing execution, quality assurance, product engineering, job estimating, and much more.

“

Imagine if all your frontline workers could perform at their best regardless of their training, experience, recency, and ability. We were able to achieve this using Augmentir's connected worker platform.”

Vice President, Operations
Fortune 100 Manufacturing Company

As workers become more connected, companies have access to a new rich source of activity, execution, and tribal data, and with proper AI tools can gain insights into areas where the largest improvement opportunities exist. **Artificial Intelligence lays a data-driven foundation for continuous improvement in the areas of productivity, quality, and workforce development**, setting the stage to address the needs of a constantly changing workforce.

The Complete Connected Worker Solution

Today's frontline workers represent a large portion of the global workforce, and now for the first time, these workers are becoming an integral part of digital transformation in the industrial sector. Connected Worker solutions that utilize artificial intelligence (AI) provide intelligent guidance and remote support capabilities for manufacturing and service teams. This technology provides a much-needed solution to the new normal in the industrial sector, resulting in productivity, safety, and quality gains.

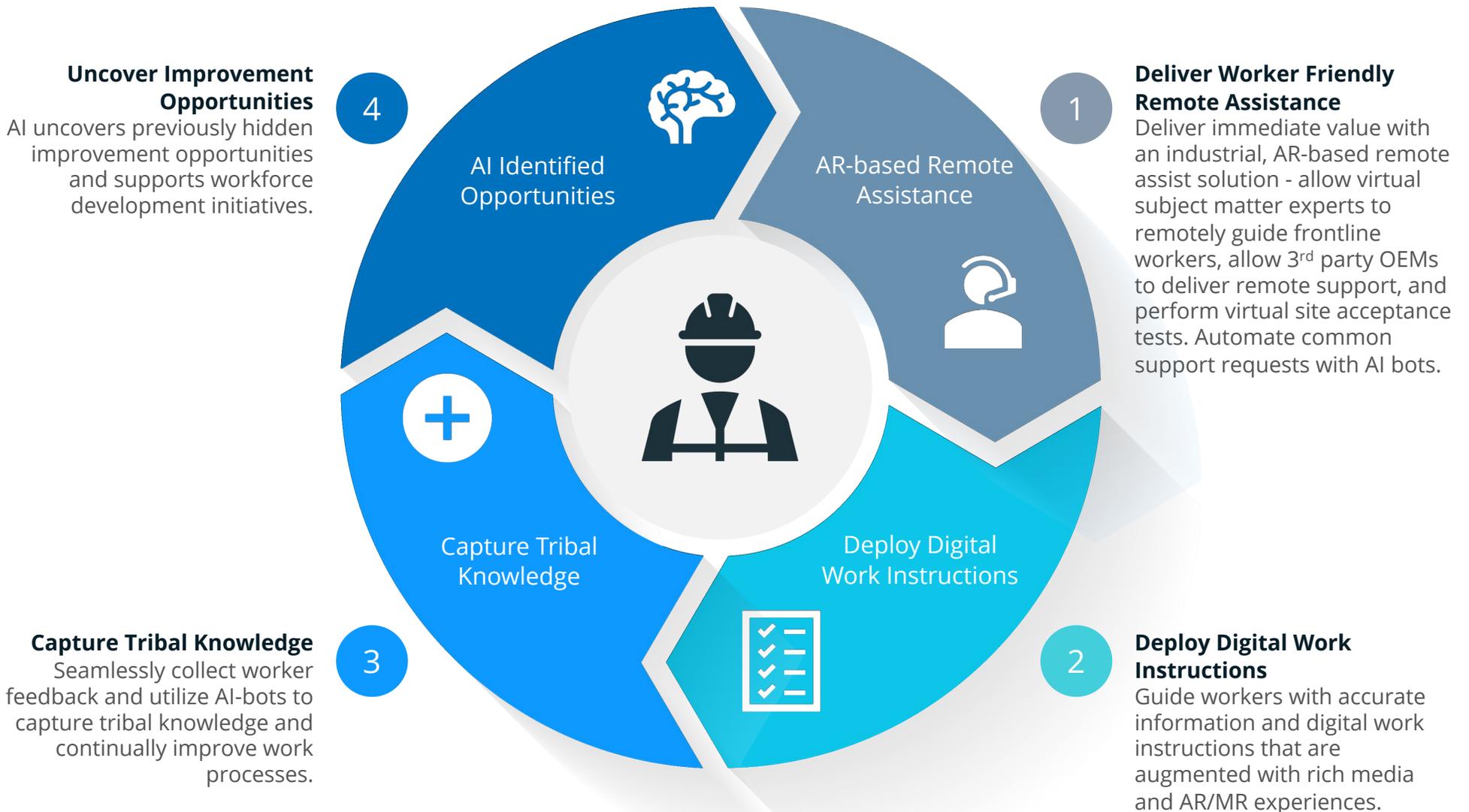


Connected worker solutions add value across an entire operation

Connected worker solutions add value anywhere where human workers are key and integral to value delivery. This includes a range of use cases across safety, operations, quality, maintenance, field service, and continuous improvement.

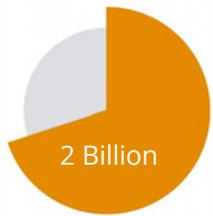
 Safety	 Operations	 Quality	 Maintenance	 Field Service	 Continuous Improvement
Lock Out Tag Out	Line Changeovers	Product Release	Standard Procedures	Material Inspection	Best Practice Identification
Safety Rounds	Complex Assembly	Visual Inspection	Cleaning, Inspection and Lubrication	Installation	Bottleneck Improvements
Job Safety Analysis	Shift Handoff	Remote Inspection	Troubleshoot and Repair	Supplier/Dealer Collaboration	Root Cause Analysis
Near Miss Incident Reporting	Operator Rounds	LPAs\ Audit Traceability	Maintenance Notifications	Service & Repair	Corrective & Preventive Actions

Accelerate your Digital Transformation journey with a connected workforce

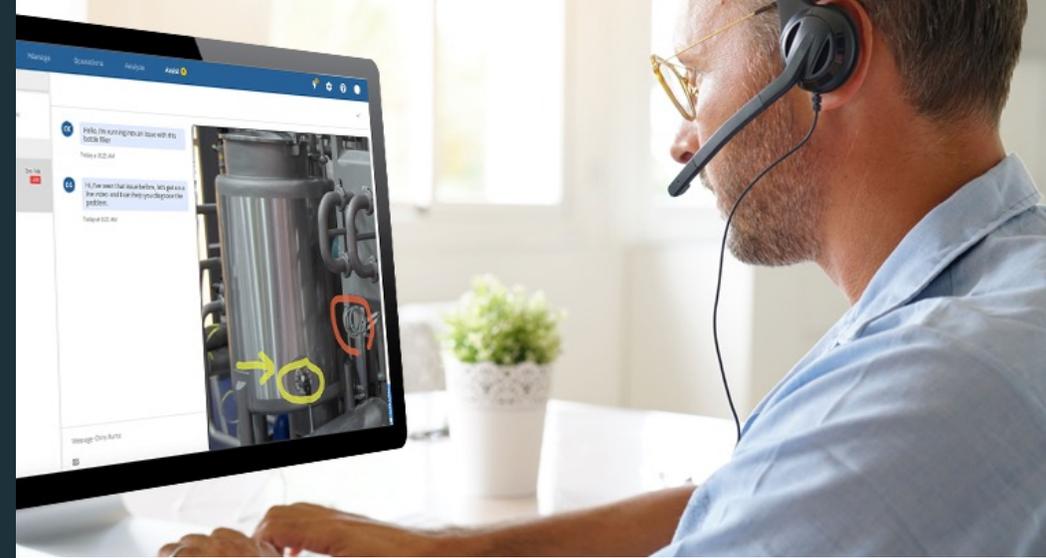


Connecting the disconnected frontline workforce

According to Cisco, there are over 3 billion workers across the globe, and nearly two-thirds of these workers are frontline or field workers, who's day-to-day duties require that they physically show up to their jobs.



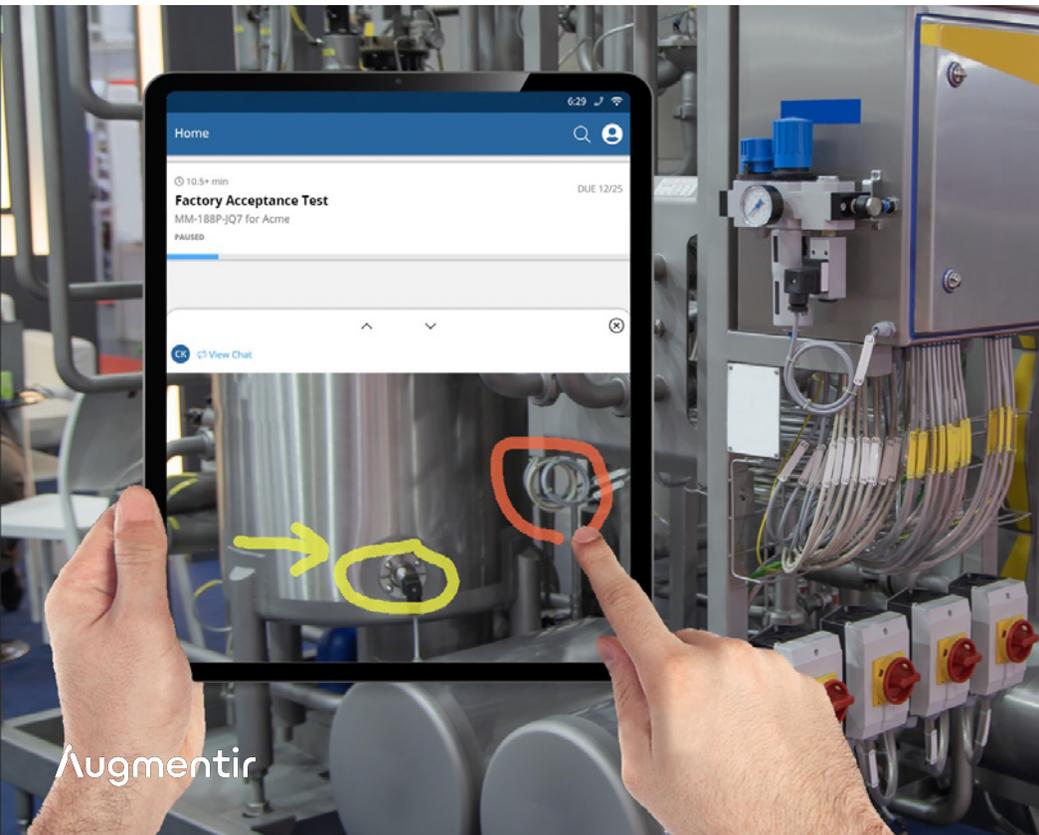
Most of these 2 billion frontline jobs cannot be done remotely, yet these workers still need access to digital information, guidance, training, and support, which was previously given in person.



Deliver worker-friendly remote assistance

Industrial AR-based remote assistance solutions that provide worker guidance and support are a simple first step in the connected worker journey.

These solutions are uniquely suited for the operating environments that frontline workers participate in, and for the mobile and wearable devices they use. Designed to be used by shop floor workers or field service technicians (even without email addresses), these industrial solutions combine live video streaming with augmented reality to create a powerful collaboration tool that connects workers with subject matter experts (SMEs) to improve troubleshooting and on-the-job support. Many organizations are also extending remote assistance tools out to OEMs and 3rd party SMEs for remote equipment maintenance, virtual factory and site acceptance tests, and troubleshooting when they are unable to travel onsite.



Digitize work instructions to empower workers to work independently

On their own, remote assistance tools are only a first step in a company's digital transformation journey.

With a connected workforce, manufacturers can drive further efficiency by digitizing paper-based work instructions and SOPs. Digital work instructions provide each worker with exactly what they need, when they need it, and how they need it to perform each job at their peak.



Furthermore, workers that require additional support can benefit from AI bots that autonomously deliver a rich set of digital work instructions to that worker so that they can be guided to resolve issues independently and complete jobs safely and correctly.



Create digital workflows and complete the Digital Thread

Connected worker solutions not only enable manufacturing companies to digitize work instructions, checklists, and SOPs, but also allows them to create digital workflows that fully incorporate the frontline workers into the digital thread of their business.

The digital thread represents a connected data flow across a manufacturing enterprise – including people, systems, and machines. Digital transformation efforts that incorporate connected worker solutions help to bridge the gap between the traditionally siloed frontline work processes and the business systems that drive the business. By incorporating the activities and data from these previously disconnected workers, business processes are accelerated, and this new source of data provides newfound opportunities for innovation and improvement.

- Create digital workflows that fully incorporate the frontline workers into the digital thread of their business
- Seamlessly capture worker feedback and incorporate that into the continuous improvement of business processes and content
- Capture and digitize tribal knowledge
- Synchronize data with upstream and downstream systems, creating continuity across workers and business processes



AI for Workforce Development and Continuous Improvement

Connected worker solutions that are built on an artificial intelligence (AI) foundation are also being used to support continuous improvement and lean initiatives in the workplace. Use AI-based insights to identify opportunities to improve service and support processes. AI is uniquely suited to identifying capturable opportunities from the massive, noisy data set generated by frontline workers, and therefore to serve as the foundation of an organization's continuous improvement initiatives.

Improve operational performance

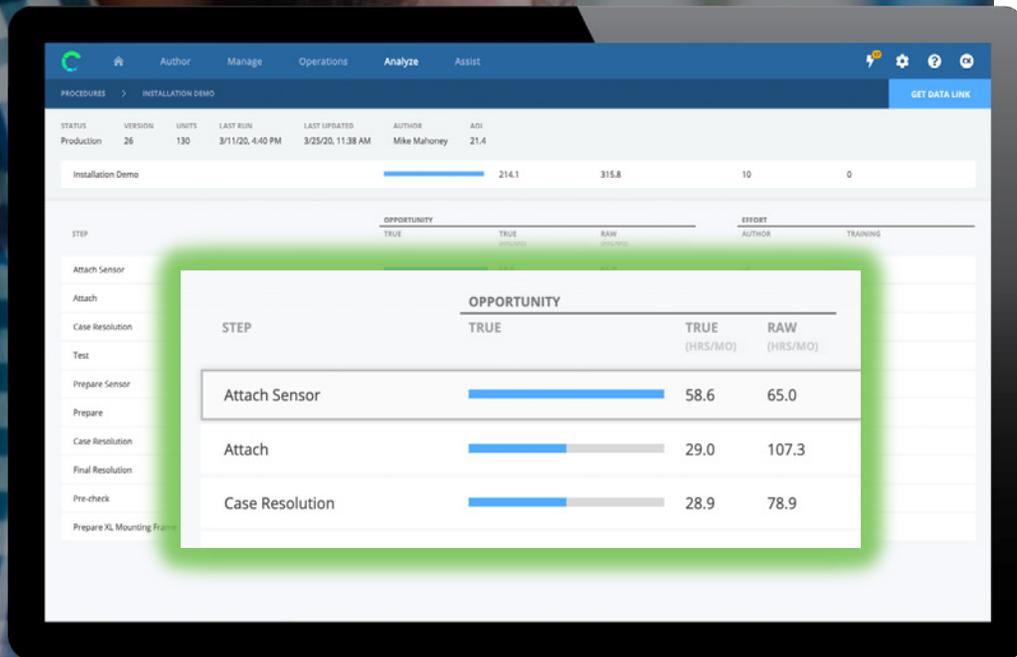
AI algorithms are ideal for analyzing large amounts of data collected from a connected workforce. AI can detect patterns, find outliers, cleanse data and find correlations and patterns that can be used to identify opportunities for improvement in operations or content management.

Identify workforce development opportunities

For instance, Augmentir's AI can identify specific individuals that would benefit from targeted training on a specific tool or procedure as well as improvements to content and instructions directed at the author.

Proactively support customers

AI-based insights identify procedures and processes where customers are struggling.



Benefits of a Connected Workforce

Manufacturers that implement connected worker solutions as part of their digital transformation strategy often see the following benefits:



80%

Reduction in new-hire training time



32%

Improvement in productivity



37%

Reduction in assembly time



25%

Decrease in rework



80%

Decrease in reportable injuries

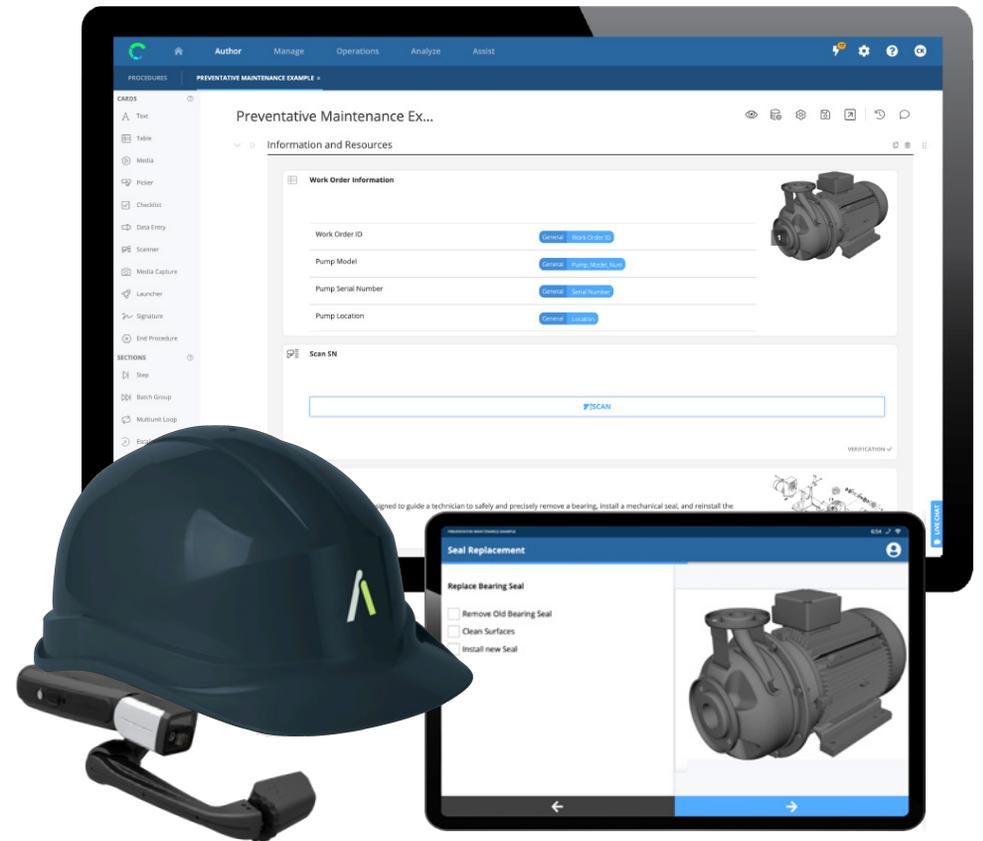


50%

Decrease in start-up, shutdown, and changeover times



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About Augmentir

A Rich History of Founding Successful and Market-Leading Software Companies

The founding team at Augmentir has a deep history in starting and growing innovative software companies that have introduced transformational software to the manufacturing and service industry. Our team has been at the forefront of three of the most important software technology revolutions that have transformed the industrial sector, having co-founded 3 leading software companies over the past three decades:

- **Wonderware (IPO)**, a pioneer in human-machine interface software for industrial automation
- **Lighthammer (sold to SAP)**, which transformed manufacturing intelligence and integration
- **ThingWorx (sold to PTC)**, a pioneer in the Industrial Internet of Things

Our vision at Augmentir is to empower the industrial frontline workforce to perform at their best.

We believe that Artificial Intelligence-based Connected Worker technology holds the key to addressing the top challenges that are preventing frontline workforce excellence.

1987

Wonderware[®]

Nasdaq

- Pioneered the first human-machine interface for manufacturing
- Went public in 1994
- Today the world's #1 Factory Automation Software

1997

Lighthammer

SAP

- Leader in manufacturing intelligence software
- Acquired by SAP in 2005
- Today the #1 Manufacturing Integration and Intelligence Platform in the world

2009

ThingWorx[™]

ptc

- The first IoT application platform
- Acquired by PTC in 2014
- Today, Gartner's pick as the leading Industrial IoT Platform

2017

Augmentir

- Use AI to continually improve the quality, safety, and productivity of the industrial frontline workforce.

AI-Powered Connected Worker Platform

The Augmentir platform is a suite of AI-powered connected worker tools that helps industrial companies optimize their most important asset – their frontline workforce.

Digitize your workflows and guide workers with augmented work instructions. Resolve issues faster and support team collaboration with industrial remote expert guidance. Drive continuous improvement with operational insights driven from Augmentir's AI. The Augmentir platform provides a comprehensive set of connected worker features that help your workers perform at their best.

- Personalized guidance and support so your workers can perform better than even they expected
- Create work instructions once, run them anywhere, anytime
- Smarter industrial collaboration
- Targeted training and continuous learning
- Performance Support for the Organization and the Individual

Augmentir



DIGITAL WORKFLOW

Transform to a paperless operation and deliver digital, augmented work instructions to your frontline teams – close the skills gap, reduce errors, and improve productivity.



INDUSTRIAL COLLABORATION

Virtually support your workforce and your customers. AI bots help to automate virtual assistance and capture valuable tribal knowledge from expert interactions.



AI-BASED OPERATIONAL INSIGHTS

Augmentir's AI-based True Opportunity™ system uncovers operational improvements and helps to drive continuous improvement throughout the organization.



MODERN, ENTERPRISE SAAS SOFTWARE

Augmentir's modern enterprise SaaS design and scalable pricing enables companies of all sizes to get started in minutes and quickly realize ROI.

Augmentir

Get Started with Augmentir

Connect with us to schedule a live product demonstration and experience first-hand how Augmentir can help you take your first step towards a digitally connected frontline workforce.

- Virtually communicate and collaborate with remote teams using chat, live video, audio, file sharing, and AR-based annotations.
- Create and run digital, augmented work instructions on any iOS or Android mobile device or AR-enabled smart glasses.
- Identify opportunities for improving worker skills and driving continuous improvement throughout the organization.

[GET STARTED](#)

