

Key Questions: Can Augmented Reality Combat the Ageing Workforce Crisis?

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In the final excerpt from this exclusive Field Service News Digital Symposium Presentation we look at how SPACE1's clever use of Artificial Intelligence could rapidly speed up the time it takes to get field service technicians out of the classroom and into the field... Would You Like to Know More? www.fieldserviceneews.com subscribers can access the full presentation by clicking the button below. If you are yet to subscribe the button below will take you to our subscription page, where you can see the range of subscription options available. One of the things that really stood out of the recent Field Service News Digital Symposium Presentation from Space1 was towards the end of the presentation when Francesco Benvenuto, who was displaying the solution outlined a function that really showcased the power of Artificial Intelligence. During the live presentation Benvenuto outlined how the embedded Artificial Intelligence, was able to pick out and build a transcription of a video. However, what was a massive additional benefit demonstrated was

SPACE1's ability to also translate that transcription into a different language. "With Space1, we provide the automatic digitilisation of content that has been captured and enhanced by the artificial intelligence algorithm..." -Francesco Benvenuto, **OverIT** This allows for training documentation to be captured in real time and in-situ and then almost instantly that training material can be available in different regions globally. For any global enterprise working across different international markets, this has the potential to be a huge plus. "With Space1, we provide the automatic digitilisation of content that has been captured and enhanced by the artificial intelligence algorithm. As we have many clients who are working globally, the idea is to allow them to acquire data from the technician in a specific language to translate it automatically and to create a new content out of the dialogues, video recordings or any data that we capture. Using AI we can translate automatically and from there create a new digital work instructions, started from the content

translated." This is perhaps one of the key areas of benefit for tools such as SPACE1 - it allows field service organisations to get their new technicians out of the training room and into the field where they can bring value to the business a lot quicker. With almost every company in our sector, all around the globe facing their own challenges around an aging workforce, plus the additional challenges of recovering a lot of lost capacity as a result of the lockdowns it is imperative that we reduce the time it takes to get engineers out into the field - is SPACE1 allowing companies to achieve this? "We are seeing for many customers that leveraging augmented reality/mixed reality/virtual reality but also the knowledge management they can use just such data to train people in a much faster way so they no longer need to travel to visit other countries to meet new employees to train them in person today, thanks to the collaboration tools. We can do everything remotely. And most of all, we can leverage the technology to share data that were part of previous session. The time

spent to train new
resources really can be
reduced drastically.