SOLUTION OVERVIEW

Augmentir and Cisco Webex Expert on Demand

Overview

Cisco customers and partners can now enhance Cisco Webex and extend value out to their frontline workforce with a complete connected worker solution.

Combined with Augmentir's AI-Powered Connected Worker Platform, Cisco Webex and Expert on Demand together deliver a powerful solution that helps intelligently guide and remotely support frontline workers so that they can perform at their best.

With Augmentir's suite of AI-powered software tools, manufacturing and service teams can seamlessly use powerful Cisco tools through a unified interface, empowering your workforce to perform at their best.

Solution Architecture

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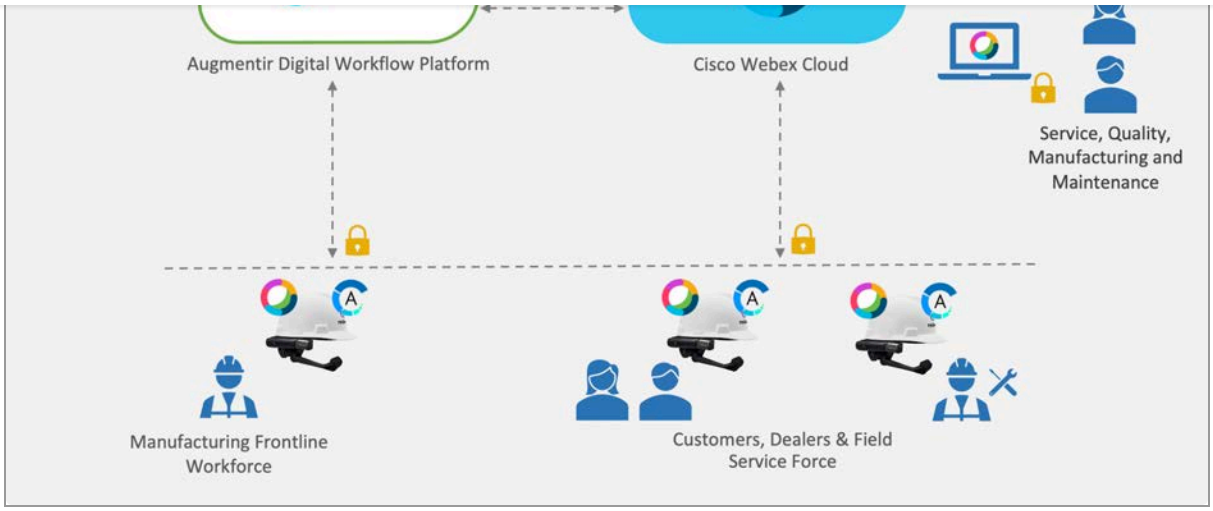
Cisco Systems, Inc. v. Damaka, Inc.



Key Capabilities

Intelligently guide your frontline workers

Augmentir's digital workflow tools enable rapid creation and delivery of augmented work instructions to help guide workers in day-to-day tasks.

Hands-free access to remote experts

Combined with Cisco Webex Expert on Demand, Augmentir gives workers the ability to quickly connect and collaborate with remote experts wherever they are located. Using the RealWear HMT-1, a hands-free industrial wearable headset, Augmentir and Expert on Demand turn the HMT-1 into a voice-activated guidance and collaboration tool for frontline workers – all completely hands-free.

Drive continuous improvement with operational and worker insights

Augmentir's AI provides unprecedented visibility into workers and work processes across your operation, helping you:

- Enhance the quality and security of work procedures
- Improve internal processes and compliance
- Boost employee productivity and performance
- Identify training needs

Benefits

Webex Expert on Demand and Augmentir's AI-Powered Connected Worker Platform together deliver a unique combination of technology and tools necessary to help increase safety, quality, and productivity for frontline workers performing industrial jobs in manufacturing and service.

Improve job quality with digitized work instructions

Drive quality improvements by moving from paper-based to interactive step-by-step work instructions augmented with rich media, contextual data, and mixed reality experiences.

Enable safe, independent work

Author and assign digital work instructions down to your frontline workforce, which can be augmented with useful reference material so that your workers always have the correct information in front of them allowing them to make the correct decisions, leading to safer outcomes.

Drive collaboration to reduce time to resolution

With Augmentir and Webex, your teams can collaborate and get access to instant help from experts at any time, from anywhere in the world to solve problems faster.

On demand access to experts

Remote expert guidance allows your remote workforce and your customers to virtually collaborate and get assistance from subject matter experts, wherever they are located. Augmentir's AI captures and accumulates tribal knowledge from SMEs and turns it into a shareable corporate asset.

Deliver hands-free operations

Augmentir and Webex Expert on Demand runs on any mobile device or wearable technology appropriate for the job. Offer your workforce fully hands-free operation with Augmentir on the RealWear HMT-1.

Reduce operational costs

Augmentir's AI captures data from your connected workers and identifies areas

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supports your teams.

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