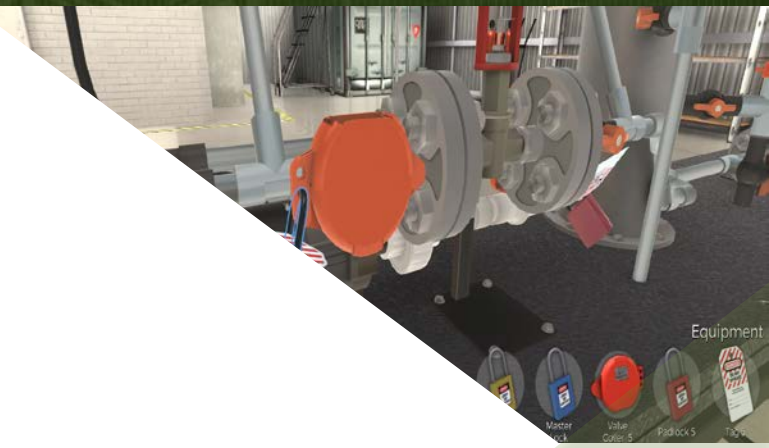

DIGITAL TRANSFORMATION: EMPOWERING TRAINING & FIELD SERVICE PROCEDURES





RAJ RAHEJA
CEO



NEIL WADHAWAN
CRO

WHAT'S IN IT FOR YOU?

1. Missing gaps in Training & Field Service
2. Why, How, Where – **Visual & Interactive Tech.**
3. In-action Training videos!
4. Companies, Case Studies
5. Best Practices in Roadmap Planning

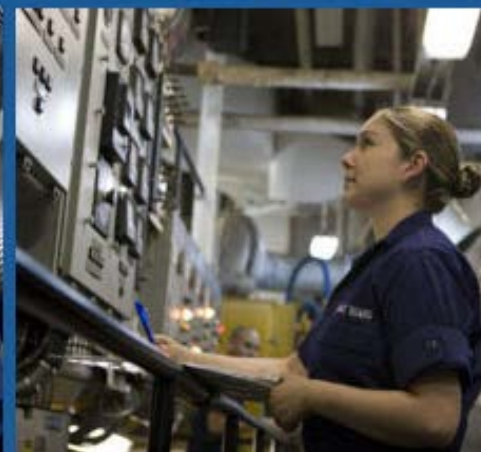


WHEN 100+ TOP TIER
COMPANIES DO THE SAME THING,
IT'S TIME TO PAY ATTENTION



HOW ARE YOU SUPPORTING
TRAINING & FIELD SERVICE
TODAY?



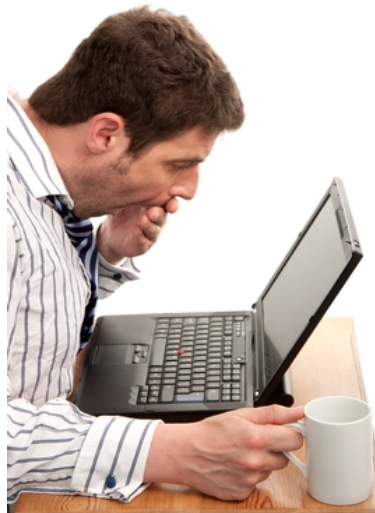


#1 CLASSROOM/FACILITY

INSTRUCTOR-LED PRACTICE ON EQUIPMENT

- ✓ Engaging
- ✓ Must-have experience
- ✗ Costly - Travel, Instruc., Equip.
- ✗ Production Downtime
- ✗ Not Accessible later/on-the-job

#2 E-LEARNING/LMS



POWERPOINT NEXT-PAGE STYLE

- ✓ Deploy on scale, cheaper
- ✓ Anywhere, anytime
- ✗ Passive unengaged learning
- ✗ Lacks interactivity with equip.
- ✗ Disjointed & tedious

#3 JOB SUPPORT



FIELD SERVICE JOB AIDS DIGITAL PDFs

- ✓ Digital – instantly updated
- ✓ Anywhere, anytime
- ✗ Lacks visual clarity
- ✗ Still just a manual
- ✗ Risk for techs ‘winging it.’

QUICK POLL



IF...

LIVE TRAINING - **COSTLY, NOT SCALABLE**

E-LEARNING - **TEDIOUS, NOT ENGAGING**

FIELD MANUALS - **UNCLEAR, CONFUSING**

... HOW TO BRIDGE
THIS **GAP?**



I HEAR, I FORGET.

I SEE, I REMEMBER.

I DO, I UNDERSTAND.

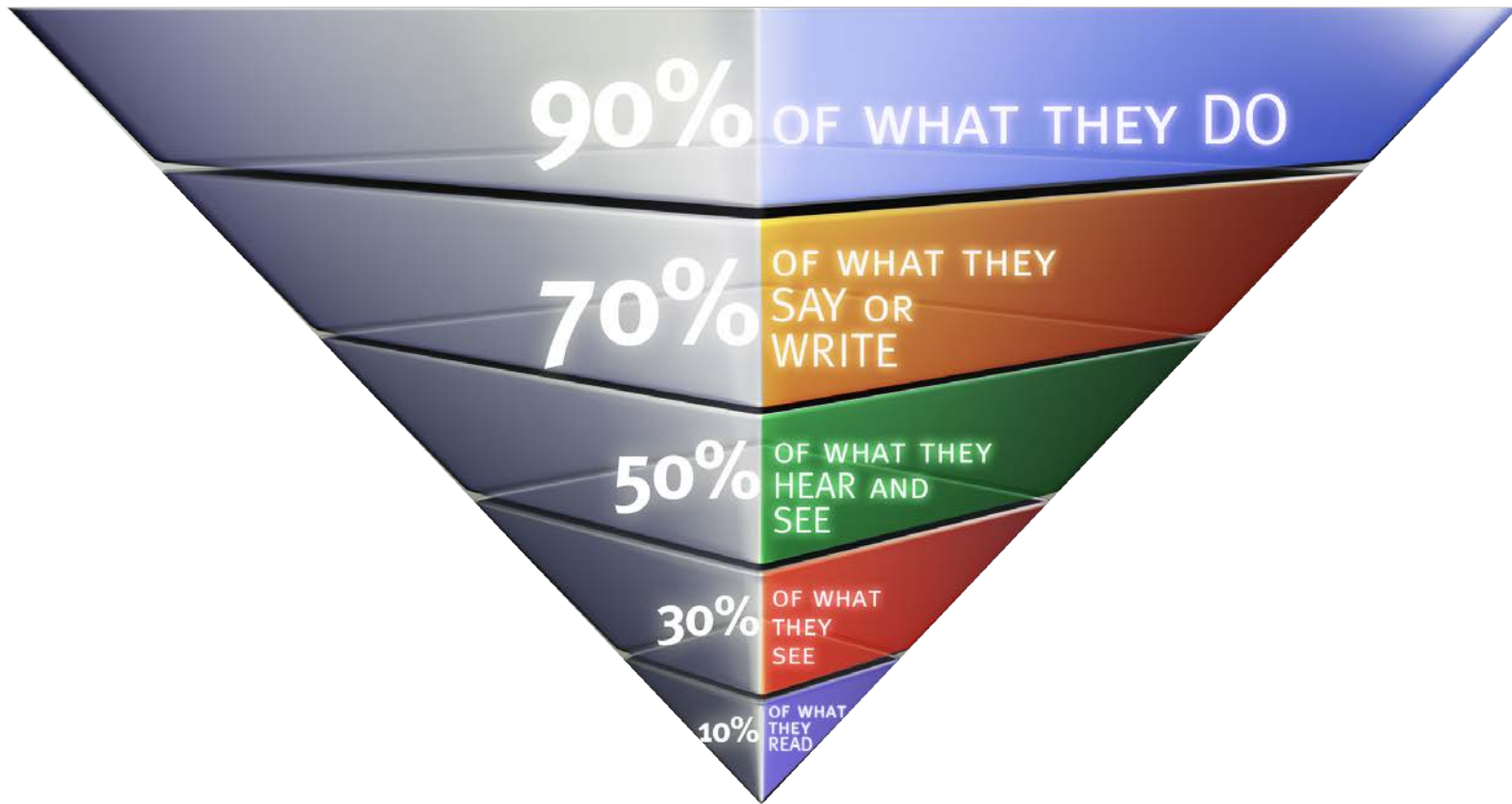
Confucius

(551 BC - 479 BC)



HEARTWOOD
www.hwd3d.com

PEOPLE REMEMBER...



10,000 HOUR RULE



“...what really pays is ordinary experience... the magic number appears to be **10,000** hours”

MALCOLM GLADWELL
AUTHOR - OUTLIERS

“An average high schooler plays **10,000** hours of games by graduation...
..only 100 hours less than in the classroom.”

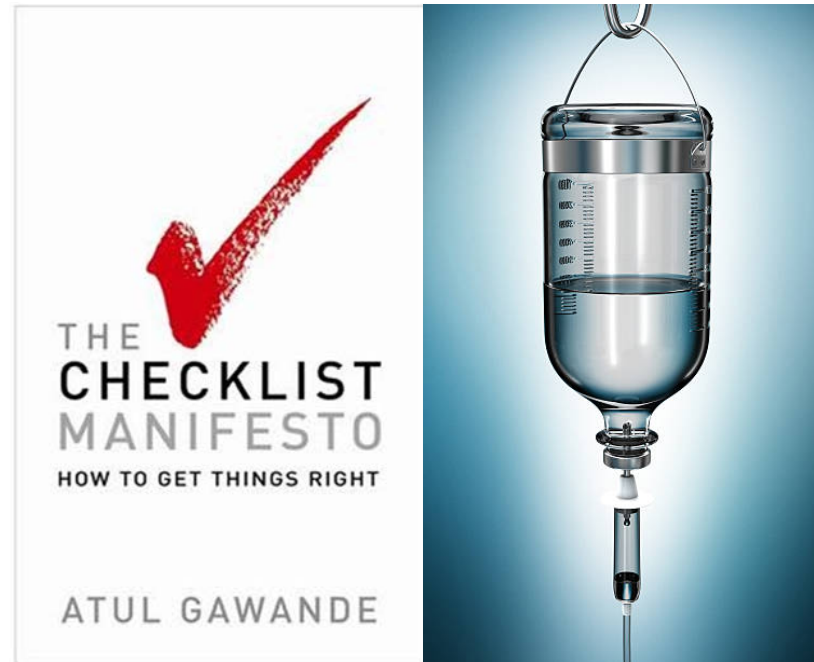
JANE MCGONIGAL
INSTITUTE FOR THE FUTURE

VIRTUAL INTERACTIVE TRAINING & GUIDES



“Do What I Do”
- Instructor in real life

VISUAL CHECKLISTS



“The volume and complexity of what we know has exceeded our individual ability to deliver its benefits *correctly, safely, or reliably.*”



*Pacific Gas and
Electric Company*[®]

“The manual is so confusing but **it’s almost impossible to mess up** when we use your app. It cut the training time in half and **no one blew a diaphragm**, we had at least 1 per class.”

TECHNICIANS & INSTRUCTORS





Applicator Unit
 The Applicator Unit picks a cap from the Cap Sequencer and applies it on a package below.



Applicator Unit



“We reduced our training class time from 2 days to 1, a **50% reduction!**”

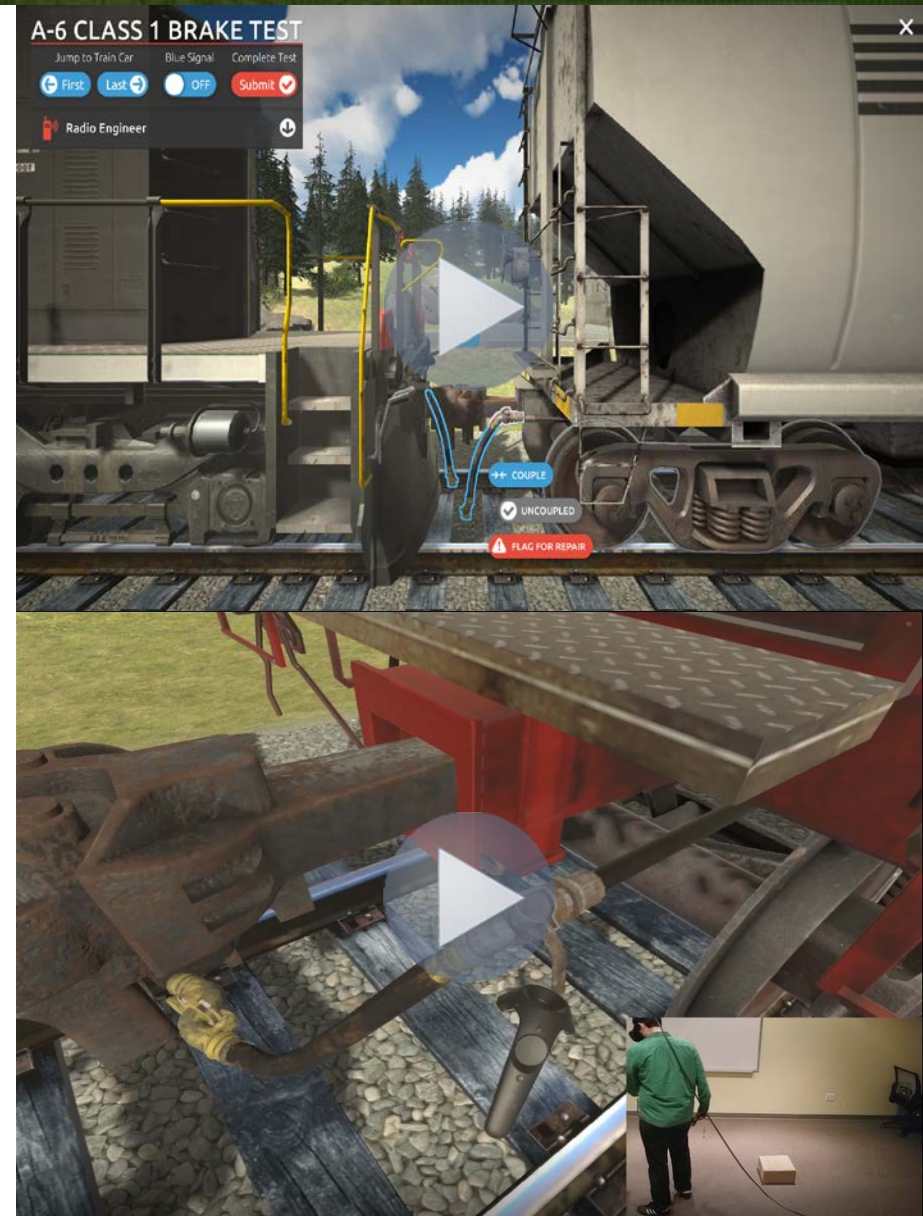
Trainees were inspired by the score feedback in the practice lessons and **repeated the lessons until the score was perfected”**

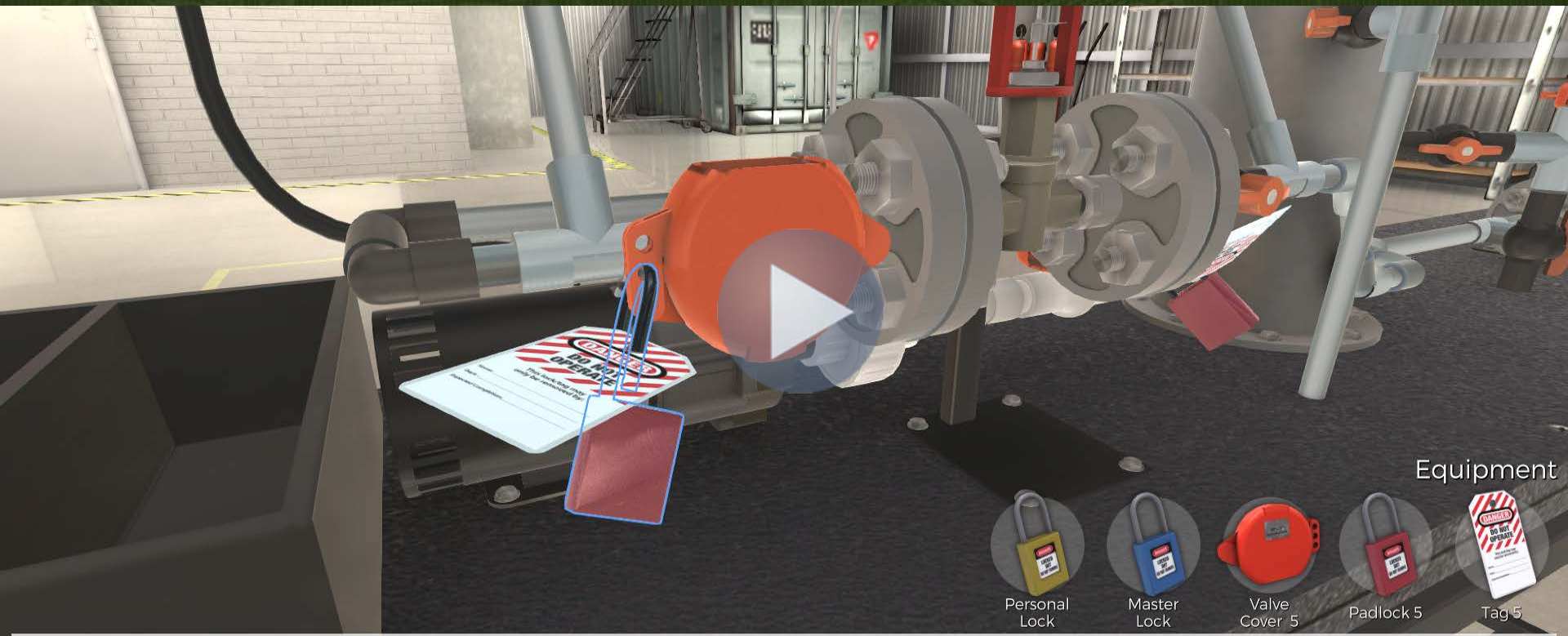
TETRA PAK INSTRUCTORS



“..confidence & mastery has noticeably improved! Where students seemed uncertain before, you can now see that the **person knows what they're doing**. There is interest to make this available to approximately **15,000** people within NS ”

MANAGER, TECHNICAL TRAINING



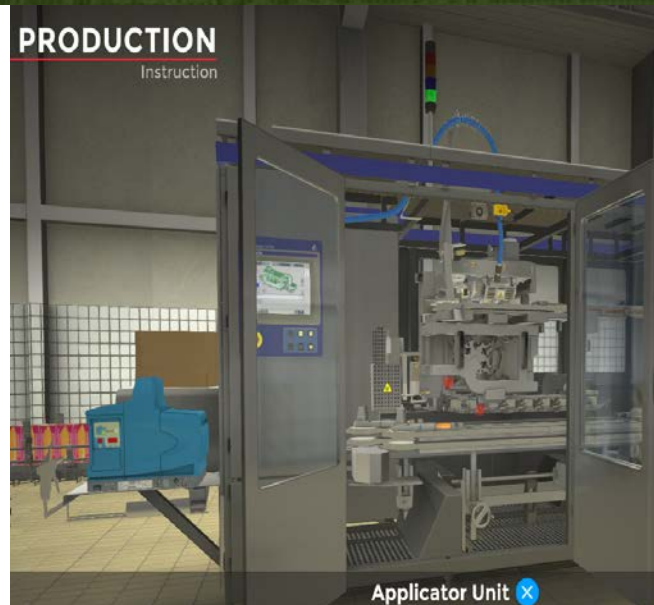


Apply a Lock to the Valve Cover

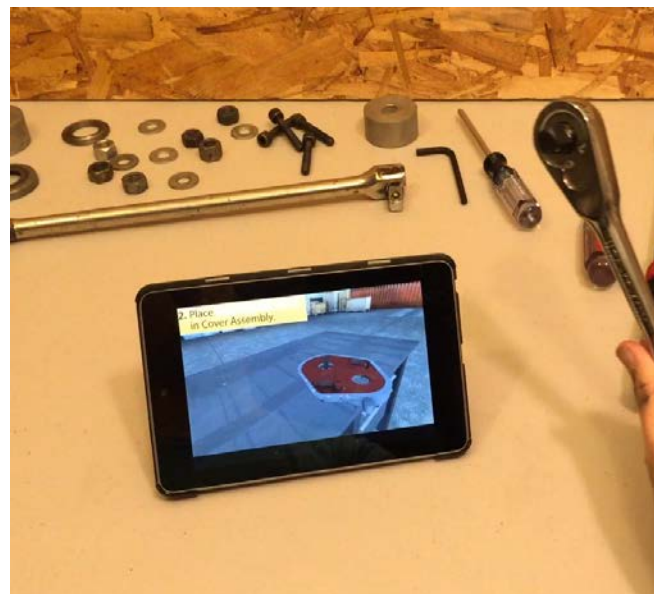
LOCKOUT TAGOUT TRYOUT

“Checklists seem able to defend anyone, **even the experienced**, against failure in tasks.”

THE CHECKLIST MANIFESTO



OPERATIONS





INDUSTRY 4.0

CYBER-PHYSICAL SYS.
INTERNET of THINGS

DIGITIZATION

CLOUD COMPUTING

VISUALIZATION

SMART **TOOLS**,
SMARTER **WORKER.**



HEARTWOOD
www.hw3d.com

QUICK POLL



FROM HERE...



TO
HERE?

YOUR DEPLOYMENT ROADMAP

TRAINING

CLASSRM/OFFICE/HOME



PC.LAPTOP
MOBILE.TABLET
WEB.LMS.VR



ON-THE-JOB

FIELD/FACTORY



MOBILE.TABLET
AR



RE-TRAIN

ANYWHERE



PC.LAPTOP
MOBILE.TABLET
WEB.LMS



WHAT'S NEXT

- Questions!
- Reach out: info@hwd3d.com
- References & Links.



REFERENCES & LINKS

- [Questions to ask your Training Team](#)
- [How to Budget for this](#)
- [VR/AR Roadmap](#)
- [Case Study – Tetra Pak](#)
- [Case Study – PG&E](#)
- Other [FAQ's](#)