



USE CASES

- 1 XR-based Personalized Remote Troubleshooting
- 2 XR-based Personalized Guidance for Preventive Maintenance

USERS/ PERSONAS

End-customer Technician, End-customer Operators, OEM Service Technicians and Coordinators, LNS Technicians

APPLICATION

XR-based Training Programs, XR-based Personalized Remote Assistance



PILOT

Human-centric Guidance and Troubleshooting for Customer Service

AI-enhanced XR technologies to assist end-customer technicians / operators in repair / maintenance of products / peripherals

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LNS



realwear



SWITZERLAND
INNOVATION
PARK BIEL/BIENNE

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RESEARCH AREAS

XR, AR, Generative AI, XAI,

TECHNOLOGIES

Platform Accesible with any Mobile device or Smart Glasses. realwear AR Glasses used in the Pilot

SOLUTIONS

Leveraging realwear glasses and other associated XR devices for maintenance and troubleshooting



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