

TOSHIBA

Arming Remote Field Support Teams with Augmented Reality



Toshiba Global Commerce Solutions (TGCS), a subsidiary of Toshiba TEC Corporation, offers comprehensive point of sale (POS) solutions to a wide range of retail industries including grocery, convenience stores, department stores, mass merchandising and hospitality. Its headquarters are in Durham, North Carolina, with sales offices throughout the world. The company has more than 2,000 employees.

the Challenge







Brian Osborne, client delivery executive at Toshiba, recently shared his story on how the company is supporting its remote workers with augmented reality (AR) via CGS TeamworkAR™.

Mr. Osborne wanted a transformational learning experience for its dispersed workforce in an enhanced format that would reduce significant travel cost, while increasing and accelerating employee retention. The goal was to educate field teams where they reside to save on time and travel expenses.





The benefits weren't immediate. The on-demand training offers increased flexibility in being able to work with Toshiba Global Commerce Solutions' complex and varied equipment in a virtualized home setting via AR. Through a gradual rollout, Toshiba experienced positive results around repair times, reduced downtime, and better customer experience ratings.

Key Performance Features

Technicians can interact with the equipment, and their activities can be tracked for improved delivery of training. Technicians used AR to learn about:

-  Repair processes and techniques
-  Overview of new or updated products through phone or tablet
-  Repair of components
-  Perform virtualized "hands-on" experience on large, sophisticated equipment any place, any time
-  Ability to integrate live videos for more-detailed training
-  Expand real-time guidance with point-and-click functionality

This initiative was to be rolled out to 325 technicians in January 2020 and has since tripled in scale. Since then, the COVID-19 pandemic and use of AR has taken on more importance in supporting remote and field management teams with:

-  Training on critical equipment; classroom option is no longer possible
-  Ability to distribute updates instantly through the Teamwork AR app
-  Improved ramp-up time to keep teams operational
-  Readiness to service a product

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the Impact

Since implementing AR, Toshiba has transformed the training environment and reduced travel requirements associated with classroom training models. In light of the COVID-19 pandemic, the benefit of deploying technical training requirements on new and existing products through AR technology has improved and expanded support models for their clients.

Brian Osborne sees AR as beneficial to Toshiba Global Commerce Solutions, as well as all areas of the service industry and any organization that relies on hands-on training and real-time visibility. His advice for those evaluating AR to support field services: leveraging this technology allows for gains in service time and is beneficial to service techs and customers.



TeamworkAR™

TeamworkAR™ is a next-level learning, development and field support solution. Through an immersive experience, TeamworkAR provides workers with seamless visual demonstrations, real-time guidance, and interactive, on-the-job training to further global digital transformation strategies and enable technicians and deskless workers in the field.

TeamworkAR is compatible and available through any device, pairing collaboration, chat, analytics and global support tools with high-quality custom content in the form of rich augmented reality experiences. Suited for all industries, the highly secure platform provides engaging, practical, hands-on knowledge transfer at the time of need.

The platform allows for continuous training for global employees through cost-effective means. From knowledge capture and transfer to collaborating with and assisting remote workers, the platform allows for more efficient learning, while increasing employee productivity. TeamworkAR moves beyond static digital assets, handbooks, and video to take practical workplace learning to the next level.

ABOUT CGS | CGS serves as a trusted partner to many of the world’s most dynamic companies, delivering innovative, custom learning solutions essential to scaling people, processes and performance. Through tech-forward engaging programs, leveraging AI, AR/VR, machine learning and gamification, CGS provides professional development solutions, blending emerging technology with essential shoulder-to-shoulder training. Each solution is custom-tailored and designed to engage employees and keep clients’ employee-related business fundamentals strong in an ever-changing corporate environment. For more details on our award-winning approach, contact us at info@cgsinc.com or 1-212-408-3800.