

Accelerating Digital Transformation in the Next Normal

COVID-19 changed us. There's no going back. But we can move forward, together. It's been a long couple of years. Enterprises and societies as a whole are starting to

figure out what the next normal looks like. We recently surveyed 128 operational leaders to determine how they will be moving forward and supporting enterprises. Three key themes emerged: 1. We're shifting from steadying the ship to future focus

- 2. Remote work is here to stay 3. There is a strategic advantage to adopting experiential technology

Many of the trends that began during the pandemic will continue well into the future. Touchstones include the

Key Priorities for 2022

phrases "contactless", "remote", and "health & safety". Two years into the pandemic, we have solid predictions from leaders on what the new normal in field service will be:

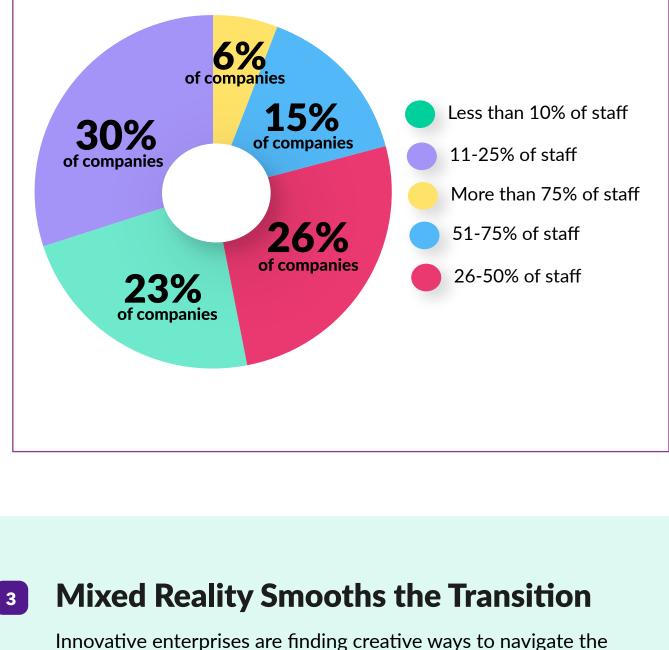


continue to work remote. Percentage of staff expected to remain remote

Remote work continues for a large

47% expect that more than a quarter of their staff will

percentage of the operational workforce



77% of respondents plan to increase their XR budgets, with 13% citing a much more significant investment in 2022

49% expect XR tech to comprise 10% of their tech budget

8% will dedicate 20-30%

7% will dedicate more than 30%

30% will dedicate **11-20%**

transition into the next normal, and advanced technologies like XR are key tools in their belts. Mixed Reality is solving unique problems

scenarios by spatially connecting us across geographic distances.

for remote workforces and in contactless customer support

Employee training Self-service Remote Diagnostics and development customer support 45%

(41% in 2021)

(44% in 2021)

(29% in 2021)

30%

Boosted first-time fix rates/reduction in repeat visits

57%

(56% in 2021)

(27% in 2021)

Top Use Cases for Extended Reality

When we asked how these leaders plan to put this technology to

work, a clear picture emerged. Enterprises are leveraging XR to overcome many challenges brought on by the next normal, while

Sales Support Plant Tours Collaboration/Communication Demos /Interactive meetings **27% 29% 27%** (NA in 2021)

Data Product Design Repair & **Visualization** and development **Maintenance** 24% 24% **21%** (19% in 2021) (19% in 2021) (34% in 2021) **Post-Implementation benefits** of AR/MR in 2022 When we asked how these leaders plan to put this technology to work, a clear picture emerged. Enterprises are leveraging XR to

overcome many challenges brought on by the next normal, while

also continuing on themes like better data usage.

36%

Improved employee productivity

Extended expert reach Accelerated training Reduced travel time

Looking for more ways to support your enterprise as we embrace a new way of working, interacting, shopping and living?

Find out more in our full report, Accelerating Digital Transformation in the Next Normal: Strategic Insights for Operational Leadership.

XR/MR tools can future-proof your organization and empower your people,

Download Now

▲CGS[®] ©2022 Computer Generated Solutions, Inc.

processes and products for the next normal.