

Quantifying the benefits of XR assisted remote assistance over conventional video calls

An abstract geometric pattern consisting of numerous thin, light gray lines connecting small black dots of varying sizes. The dots are scattered across the white background, with some forming small, shaded triangular or polygonal shapes. The overall effect is a complex, interconnected network or mesh.

Category: Market Research

Problems this Research Would Address

- Many businesses have investigated the use of XR technologies to provide remote assistance during tasks, bringing up a video feed into the users vision and highlighting objects of interest, bringing up relevant documentation and guiding through the 3D space.
- There are immediate benefits to this such as the ability to see through the users FOV, guiding them with the benefit of spatial technology and the user being able to continue to work hands free.
- But this is often perceived as only a short jump from something like a “FaceTime” or Video call on a tablet or mobile device.

Whose problem would be addressed?

- The goal of this research would be to quantify whether the use of XR for this use case is measurable, more beneficial than the alternative (and often cheaper) technologies, as well as to assess what upcoming innovations may further make this a more quantifiable benefit.

How would this research be conducted?

1. Potentially companies investing in remote assistance (AREA members, Taqtile, Realwear) have justification to show why their technology and software is superior to a conventional facetime/video call

Project Deliverables

- Assess the current landscape of hardware intended for Remote Assistance (Tablets, Phones, AR wearables, AR glasses, Assisted Reality devices, VR Pass through devices).
- Compare and contrast the impact of remote assistance delivered through some of these hardware mediums against (to be defined) success criteria (e.g. time taken to complete tasks, ease of communication of problem).
- Executive summary of findings for public release and member exclusive webinar