



## **Wipro's iX Solutions for Medical Devices Field Services**

Using augmented reality to deliver superior  
field services

## Introduction

Medical devices service organizations face a myriad of challenges like the introduction of more FDA and European Union MDR regulations, retirement of knowledgeable service engineers and increased connectivity and complexity of medical devices.

The need to enhance the equipment's uptime, first-time-fix, speed of analysis, and continuity of connectivity is putting more pressure on the field services organizations.

## The Big Question

How can medical devices field services organizations assure regulatory compliance, increase profitability and quickly onboard the new generation of engineers - all while ensuring maximum efficiency in the field?

## Wipro's iX Solutions

Wipro's deep expertise in augmented reality and extensive knowledge of the medical field services led to the development of iX solutions specifically designed for field services teams.



### Connect - For field technicians

Connect transforms how field teams and subject matter experts collaborate to get work done. With the ability for field teams to connect and collaborate with a remote expert via video, audio, messaging, and annotation in real-time, remote experts can see what the field teams see to troubleshoot problems together, faster. The power of mobile and augmented reality connects field teams to experts around the world in real-time for faster diagnosis without the need for travel.



### Clairvoyance - For field technicians

Clairvoyance augments information onto objects being serviced within the physical environment. The technicians' performance is optimized and costs are reduced because the physical machine and virtual knowledge are blended. The power of augmented reality and artificial intelligence connects technicians to real-time data, guidance and assistance from remote experts for faster diagnosis and improved first-time fix rates.



### Coalesce - For trainers and technicians

Coalesce projects virtual objects at scale, within the physical environment, so that technicians can hone their skills without the disruption and cost of travel. The power of mixed reality connects technicians with virtual objects, learning paths, assessments, and certifications for hands-on training in a safe environment that is available from any location and at any time of day.



**MedTech vision to focus on serving the highest patient safety standards worldwide whilst raising efficiency, lowering costs and increasing customer satisfaction for device manufacturers.**

## Let's Work Together

Wipro's iX solutions for medical devices field services redefine how work gets done through a human-centered approach that reduces cycle time, enhances safety and empowers users through added expertise. Wipro's deep expertise in augmented reality, virtual reality, mixed reality, and immersive technologies led to the development of Wipro IMAGINE.

Wipro IMAGINE is a powerful platform developed by our global team of researchers and engineers, enabling enterprises to build transformative experiences that merge the physical and digital world. By combining Wipro IMAGINE with our iX Studio tool (designed to accelerate the on-boarding of technical documents, subject-matter expertise, 2D/3D models, etc. and to meet the growing demand for solutions that empower users at the point of engagement), Wipro is uniquely positioned to help enterprises change the way people work forever.

## Health Business Unit

No business affects people's lives in quite the same way as healthcare. Wipro's innovation ecosystem - integrating the best in technology, strategy and design - is the perfect partner as you work to deliver better patient outcomes. Shifting the focus from process-first to people-first, we're reshaping healthcare and life sciences around human-shaped experiences.

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**Reshaping healthcare  
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**Partnering with 9 of the  
top 10 medical device  
manufacturers**





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strong commitment to sustainability and good corporate citizenship, we have over 175,000 dedicated employees serving clients across six continents. Together, we discover ideas and connect the dots to build a better and a bold new future.

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