



Wipro iX Solutions for Medical Device Field Services

Using augmented reality to deliver superior field service

Today's Challenges: Regulations, Knowledge Retention, Service Complexity

Medical device service organizations face a myriad of challenges including 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, continuity of connectivity** is putting more pressure on field service organizations.

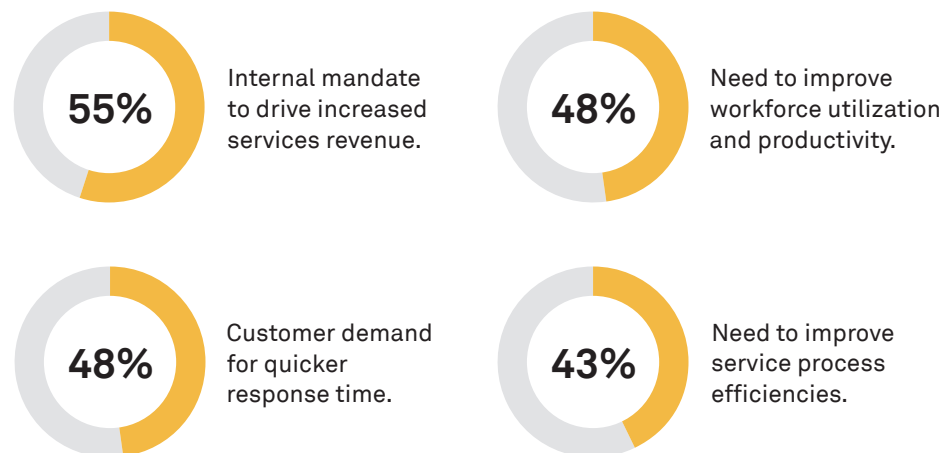
The Big Question

How can medical device service organizations assure regulatory compliance, increase profitability, quickly onboard the new generation of engineers, all while ensuring they are achieving maximum efficiency in the field?

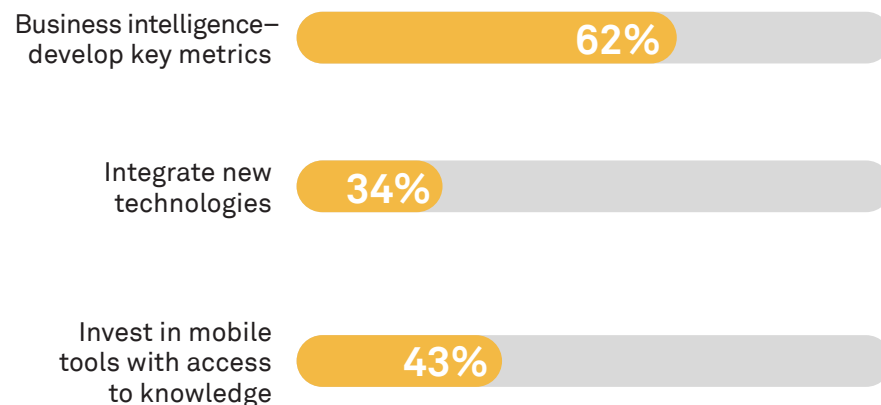
iX Solutions answer field service needs

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

Critical Factors Driving Need to Optimize Field Service Performance*



To address these challenges, and ensure they stand out, service organizations are focusing on three strategic actions.



*Source: The state of field service in medical device manufacturing by FieldOne



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. Technicians' performance is optimized, and costs 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.



Let's work together to **redefine** how work gets done.

The Wipro iX solutions for medical device field services redefines how work gets done through a human-centered approach that delights users, reduces cycle time, enhances safety, and empowers users with 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—that allows 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.—to meet the growing demand for solutions that empower users at the point of engagement, Wipro is uniquely positioned to help enterprises forever change the way people work.

FOR MORE INFORMATION:

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About Wipro

Wipro Limited (NYSE: WIT, BSE: 507685, NSE: WIPRO) is a leading global information technology, consulting and business process services company. We harness the power of cognitive computing, hyper-automation, robotics, cloud, analytics and emerging technologies to help our clients adapt to the digital world and make them successful. A company recognized globally for its comprehensive portfolio of services, strong commitment to sustainability and good corporate citizenship, we have over 180,000 dedicated employees serving clients across six continents. Together, we discover ideas and connect the dots to build a better and a bold new future.

