



## DfT En Route to an Immersive Future

### Story Snapshot

Insight helped the Department for Transport (DfT) understand how immersive technology could enhance its services. Following a discovery project including live demonstrations, interviews, surveys and workshops, the government department was presented with clear use cases and a roadmap for the future deployment of the technology.



Public Sector

### Background

The DfT works with its agencies to support the UK's transport network, enabling businesses, people and goods to effectively travel around the country.

Through the HealthTrust Europe (HTE) ComIT 2 framework, the DfT's central policy area (DfT (C)), chose Insight to identify potential use cases for how immersive technologies could be deployed to improve collaboration and enhance services.

### Challenge

As a large organisation that employs 18,000 people in locations across the UK, the DfT had the vision and forethought that technologies like virtual reality (VR) and mixed reality (MR) could transform the way it delivered training, conducted investigations, engaged with stakeholders and presented complex data.

Knowing the transformative potential of immersive technology, it turned to its strategic technology partner for a holistic approach to identify optimal use cases, starting with a pilot at DfT (C), in multiple locations. It was looking for an effective strategy and consultancy solution for deployment to ensure maximum buy-in from end users.

*"Immersive technology has enormous potential to transform how we interact with our stakeholders across the country and enable us to make quicker decisions. We are a complex organisation, and with Insight's expertise, we have been able to identify where it can be deployed to make the most impact."*

Justin Bone, Digital Business Partner (DBP) for AMS and DTSG, Digital Business Partnering, Department for Transport.

“The demonstrator applications that Insight developed enabled our teams to get hands-on with the technology and really brought to life how the technology will help them collaborate more effectively.”

**Tracy Browning**, Senior Project Manager, Digital Service, Digital, Information and Security Directorate



## Solution and Outcome

Insight’s discovery project identified use cases through a combination of interviews, surveys and workshops. It also included the provision of demonstrator applications, enabling employees to explore the potential of VR and MR.

Using its deep understanding of immersive technology, Insight developed four potential use cases:

### Remote assistance

Using the Remote Assist feature on Microsoft HoloLens 2 headsets, air and marine accident investigators have the potential to be able to capture real-time evidence and collaborate quickly with remote specialists – making future investigations more cost and time effective.

### Data visualisation

Using holographic models, two ways of improving the visualisation of data were shown through HoloLens 2 and HTC Focus 3. The devices will enhance collaboration and output across work groups.

### Virtual training

Another solution focused on the deployment of VR devices to provide immersive training experiences with bespoke scenario simulations, where employees are trained in a safe and engaging environment.

### Staff wellbeing

Finally, a workplace wellbeing solution that can provide all employees with access to a range of mindfulness exercises, accessible from any location.

Thanks to Insight, DfT (C) now has a clearer understanding of immersive technology, and understands how it can deliver this in a strategic way that will deliver efficiencies and enhance collaboration across its agencies.

## Why Insight?

As the leading Solutions Integrator, Insight’s team of experts have extensive knowledge and capabilities of immersive technology solutions, providing customers with a complete end-to-end solution.

Insight is proud to be on 82 public sector frameworks, helping organisations procure leading technology solutions. It supports everything from the initial setup of immersive technology hardware and training of end users to device management, logistics, and integration services. Through a network of immersive technology partners, Insight is also able to deliver customised applications that meet each client’s specific requirements.

## RESULTS

90%

Of surveyed employees thought that digital layouts would have a moderate or positive impact.

4

Use case applications were identified to showcase the positive impact of immersive technology.

Bespoke

In-depth discovery project enabled Insight to identify specific applications that would be most beneficial.

Demos

Unique demonstrator applications, developed by Insight, enabled employees to get hands-on with the technology.