



Solution Brief

Insight Adoption of Microsoft HoloLens 2 and Dynamics Remote Assist Service

Introduction

Technology has been transforming the way organisations operate their businesses for decades, with changes from the word processor to the internet to the smart phone. More importantly, new technologies have been changing the way employees work to perform their roles. Unfortunately, organisations that have been slow to digitally transform their operations have caused negative consequences on their employee and customer experience as well as finances; and in some cases their organisation has not survived.

Mixed reality technologies are changing how we work, communicate, learn and how we get things done. The digital world now goes further than the 2D screens, entering our physical 2D world, empowering people to achieve more. Microsoft HoloLens 2 and Dynamics Remote Assist technologies have been demonstrated to have powerful use cases and significant benefits from a variety of organisations from manufacturing to healthcare and beyond.

Our partner  Microsoft

Benefits of this service

- Employees have the confidence and ability to collaborate with colleagues virtually from anywhere with a more interactive experience following relevant training on Adoption of Microsoft HoloLens 2 and Dynamics Remote Assist.
- Employees able to resolve business problems together and faster by sharing skills and capabilities from anywhere after adopting Microsoft HoloLens 2 and Dynamics Remote Assist.
- Up to 6 times more likely to meet change project objectives.
- Up to 5 times more likely to stay on schedule.
- Up to 2 times more likely to stay on budget.
- Manage employee resistance to change and build change competency into the organisation.

Related Services

- Two hour virtual Teams Training
- Remote Assist Fast Start
- Proof of Value HoloLens

Business Challenge

Microsoft HoloLens 2 and Dynamics Remote Assist technologies have been demonstrated to have powerful use cases and significant benefits from a variety of organisations from manufacturing to healthcare and beyond! The challenge organisations are facing is they need to ensure their business is in a state of preparedness for this change and that their employees are supported to adopt these technologies at scale, in order to realise the full benefits.

In addition, using these new technologies (such as HoloLens) does not come naturally and therefore requires a fundamentally new way of working. The introduction of HoloLens requires employees to learn a completely new way of interacting with people and information which then requires new habits.

Another important consideration for companies when introducing new technologies is the impact this may have on the service and experience; they offer their customers.

Our Solution

Our Adoption and Change Management programme is designed specifically to help organisation foster a new culture of working effectively with Microsoft HoloLens 2 and Dynamics Remote Assist technologies. We support our clients to digitally transform their business by bridging the gap between people and technology, supporting the people in their company through the change, to be able to utilise mixed reality efficiently to improve their business processes.

This ensures the organisations achieves return on investment and other benefits such as virtually connecting teams together, sharing skills and capabilities from anywhere and reducing travel costs.

How Insight can help

Through workshops we will understand and align use cases, scenarios, personas & the deployment timeline. We will also focus on the ways HoloLens & Remote Assist are going to be used in your business, who will be using the new technologies and then align the technical deployment aspects of this change to the adoption planning (bridging the gap between the technology and the people side of the change). As a logical follow-on, we will work in partnership to define and develop the adoption approach and success metrics. As we continue on the change journey, we will work together to create the communication and training strategy plans, based on who needs to be informed and trained, what information and skills they need and how they prefer to be receive the knowledge.

We believe in the power of 'peer to peer' learning, therefore we will support building a "Champions network" of motivated and enthusiastic employees who are keen to try out the new technologies early and support their colleagues through the change. We also believe that visual information can be impactful, which is why we will provide a short-animated video about the benefits of HoloLens 2 and Dynamics Remote Assist to help employees and customers prepare for this future way of working.

This will help prepare employees to be ready to learn the more detailed skills of how to use Microsoft HoloLens 2 and Dynamics Remote Assist, which we will be achieve through a series of carefully designed short and relevant training videos.

Why Insight?

Today, technology isn't just supporting the business; it's becoming the business. At Insight, we help you navigate complex challenges to develop new solutions and processes. We will help you manage today's priorities and prepare for tomorrow's needs.

 Global scale & coverage	 Operational excellence & systems	 Software DNA	 Services olutions	 Data centre transformation	 Next-generation tech skills	 App dev & IoT expertise	 Insight Digital Workspace™	 Partner alignment
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About Insight

Combining our extensive experience and expertise with our highly skilled people, iterative approach across the plan, build and manage stages of bespoke application development and leading Supply Chain Optimisation services, we bring an unrivalled approach to Mixed Reality solutions.

For more information about our Digital Innovation Mixed Reality services, please talk to a specialist.

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