



EVALUATION CONSIDERATIONS FOR MIXED REALITY REMOTE SYSTEMS

MATCH YOUR USE CASE AND FUTURE VISION

Security

- What encryption protocols are used by the software?
- Is data encrypted both in-transit and at rest?
- Does the vendor follow data protection protocols and what compliance certifications do they hold? Does your organization require the vendors meet certain security criteria?
- Is data segregation (from other platform users) available through the vendor?
- What is the data center tier/infrastructure (if solution is hosted in cloud) that powers the solution? Does your organization require a specific data center tier classification for vendors?

Network Installation

- What firewall ports must be opened to use the solution?
- Can the solution live on managed servers (on-premise), cloud, or both?
- Can the hardware be managed at scale via an MDM solution?

Bandwidth Requirements for all Features/ Degradation of Features Based on Bandwidth

- What are the bandwidth requirements for the software solution to work optimally?
- What is the connection quality like in the environment in which you wish to use the technology?
- Is there an auto-reconnect function if a connection drops mid-call?
- Does the solution require more bandwidth depending on the feature set being used?

Supporting System Requirements

- Is other/additional software required to use the solution?
- Are additional integrations with other software required to use the full feature set of the technology?

Communication Type

- Does the solution allow for audio communication?
- Does the solution allow for video communication (one-way or two way?) and is this necessary to complete your use case/do end users want or need this?

Contact Limitations

- Does the solution require that parties be connected to the same organizational tenant or can calls happen outside of an organization?

Untethered or Tethered

- Does the AR/MR hardware have to be tethered (physically or virtually) to another device or power source in order to operate?
- Would a physical or virtual tether interfere with the use of the technology or the work environment?

<h2>Hands Free</h2>	<ul style="list-style-type: none"> • Would having your end-users' hand or hands occupied by the AR/MR device interfere with the use case? • Can the AR/MR hardware be operated hands-free (head mounted)? • For head mounted and handheld devices, can the end user use voice commands to complete specific functions in app?
<h2>Offline Functionality</h2>	<ul style="list-style-type: none"> • In no-bandwidth environments, can the software still help support a task (cached content, self-service of task-relevant assets)?
<h2>Artificial Intelligence</h2>	<ul style="list-style-type: none"> • Does the solution use some level of artificial intelligence to support workers conducting a task? If so, to what degree?
<h2>IoT Integration</h2>	<ul style="list-style-type: none"> • Can the solution support the integration of sensed data and deliver that to end users? • Is this data delivered in real time (or near to real time)? • What IoT/sensor platforms does the solution integrate with?
<h2>Annotations</h2>	<ul style="list-style-type: none"> • Is the ability to "mark up," a worker's environment as to guide their attention important to your use case? • Can "expert," users (the parties guiding the workers) annotate on assets or on equipment/points of interest in the worker's field of view? • Can experts annotate on assets transferred during a support call (holograms, photos, etc.)?
<h2>Multi-user</h2>	<ul style="list-style-type: none"> • Can multiple experts support the same end user? • Can multiple end users be connected in the same session, connected to the same expert(s), viewing the same assets?
<h2>Pricing and Licensing Model</h2>	<ul style="list-style-type: none"> • Is the solution on a pay-per-user licensing model or is it a pay-per-device licensing model? (<i>Pay-per-user models mean that there is a cost associated with both the end-user and the expert user. Pay-per-device models mean that multiple users can share one device under one license.</i>) • How many users do you intend to be using this solution at scale? Does this number of users impact the overall cost of the solution due to the pricing model? • If on a pay-per-device model, do experts need a license?
<h2>Operational Geography</h2>	<ul style="list-style-type: none"> • Where is the software vendor located and where can it service? • Where is the hardware vendor located and where can it service?
<h2>3D in Parallel</h2>	<ul style="list-style-type: none"> • Can holograms and 3D assets be transferred concurrently with a support call, while the expert is actively connected to the worker? • If not, are supporting assets relevant and beneficial to your use case and end-user experience?
<h2>Holograms</h2>	<ul style="list-style-type: none"> • Can the software support 3D holograms? • Can those 3D holograms be animated to show a step-by-step function or process? • Can the holograms be tied to IoT data endpoints, communicating status of a system to the worker? • Can these holograms be used concurrently with a support call or in an offline mode? • Does your organization have a gallery or collection of 3D holograms? What file type are the assets and is that compatible with the AR/MR software?

Support

- How much support do you think you'll need (during scoping, implementation and steady-state use) and is the software vendor and the hardware vendor willing to provide equal or more support for your contract?

Support Hours/ Delivery Options

- Do the support hours of the vendors match the working hours of your end users or project team?
- Does the vendor offer differing speeds of support response times?
- Is support available via phone, email, or in-person?
- Is there a helpdesk or self-serve infrastructure from the vendor(s) for common support requests?

Training, Retraining, and Change Management

- Is the vendor willing to help train project champions and end users?
- Is the vendor willing to provide retraining and training for new end users?
- Is the vendor willing to support change management efforts and identify and overcome potential roadblocks with the implementation and scaling of the technology?

Implementation Support

- Is the vendor willing to help identify primary and secondary use cases?
- Is the vendor able to help identify success metrics and what should be recorded to measure the success of the use of the tech in a particular use case?



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