3 Ways to De-Risk and Save Costs with XR Dwight

teamworkar.com

\$2525

Average international

trip cost<sup>3</sup>

Teamwork

\$322.42 B

American business

travel spend in 2021<sup>1</sup>

One of the clearest paths to generating value with an investment in extended reality (XR) technology like augmented reality (AR) or virtual reality (VR) comes from reducing costs, especially for time-intensive activities like meetings and travel.

**\$1,293** 

Average cost of a US business trip<sup>2</sup>

0

In our 2023 Digital Maturity and Mixed **Reality Trends Report, we surveyed technical** and operational leaders at top companies. We asked "How frequently are employees traveling today, where these travel events could be avoided with remote solutions?"





Here's how XR can reduce costs and cut costs.



#### **XR CAN CUT COSTS**

## **Remote Training**

As the top killer use case for XR, remote training is as effective as it is efficient. By providing immersive learning from anywhere, companies improve and expedite their onboarding process without having to bear the cost of sending employees to a training facility or centralized location.

On average, how many employees would be required onsite for a regular training event?



state 4 or more employees would be required onsite, with 27% stating that 9 or more employees would be required.





say that training is the most valuable use case for XR

more employees are required.

2-3

# 90%

recall with immersive tech vs 78% recall with desktop-based training<sup>4</sup>

Organizations can de-risk their investment even further by opting for Immersive Learning as a Service (ILaaS). This solution provides everything from the strategy and logistics to the headsets and curriculum so that you can start saving on travel costs without having to make a large upfront investment.

### **XR CAN CUT COSTS Remote Assistance** Using XR for remote assistance enables on-location employees to receive expert guidance without having to send high demand resources to each site. Both planned and unplanned downtime can be reduced with remote assistance. Offsite experts paired with onsite XR users can serve many downtime events with equal or greater efficiency to a broader base of global onsite personnel. On average, how many employees would be required for a regular downtime event? 33% 56% say that remote assistance state 2-3 employees are required for downtime events and 45% state 4 or is most valuable use case

## **Fast Fact:** The average cost of downtime is \$5600 /min.<sup>5</sup>

40% of respondents represent IT extended reality, which Gartner reports as having an average downtime cost of \$100,000 to \$540,000 per hour

"By 2025, over 50% of field service management deployments will include mobile augmented reality collaboration and knowledge sharing tools-up from less than 10% in 2019"

Remote assistance can also be applied to customer support. Instead of paying roughly \$1,000 per truck roll to send a repair technician to the customer's business or home, customers can connect to a remote tech support agent through XR to troubleshoot and fix the issue in a timely and cost-effective manner.



**XR CAN CUT COSTS** 

Meetings and collaboration

This emerging use case is the next iteration of the corporate meeting. In-person meetings will always create connection and value.

However, according to Harvard Business Review opting for more immersive media and experiences drives...





XR GO TOGETHER

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### ENTERPRISE DIGITIZATION AND

Over the past decade, companies have been increasingly interested in digitizing their operations-with the cloud, the internet of Things (IoT), analytics, collaboration platforms, and, increasingly, Extended Reality (XR), including Augmented Reality (AR) and Virtual Reality (VR).

Digitization can be a complex process, especially when multiple systems and scale across an organization are involved. XR adds even greater complexity, presenting new and less mature device types and usage environments for companies. However, the benefits of digitization-namely improved operational efficiency through better data management, automation, and collaboration-can rapidly deliver value above

### Access the full 2023 Digital Maturity and Mixed Reality Trends Report now.

#### Source:

- 1 https://tcdata360.worldbank.org/indicators/hb26f5a31?country=BRA&indicator=24641&viz=line\_chart&years=1995,2028 https://www.businesswire.com/news/home/20191003005109/en/The-Average-Business-Trip-Costs-1293-and-Prices-Will-Increase-in-2020
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