Augmented Reality Course
Headend Tour

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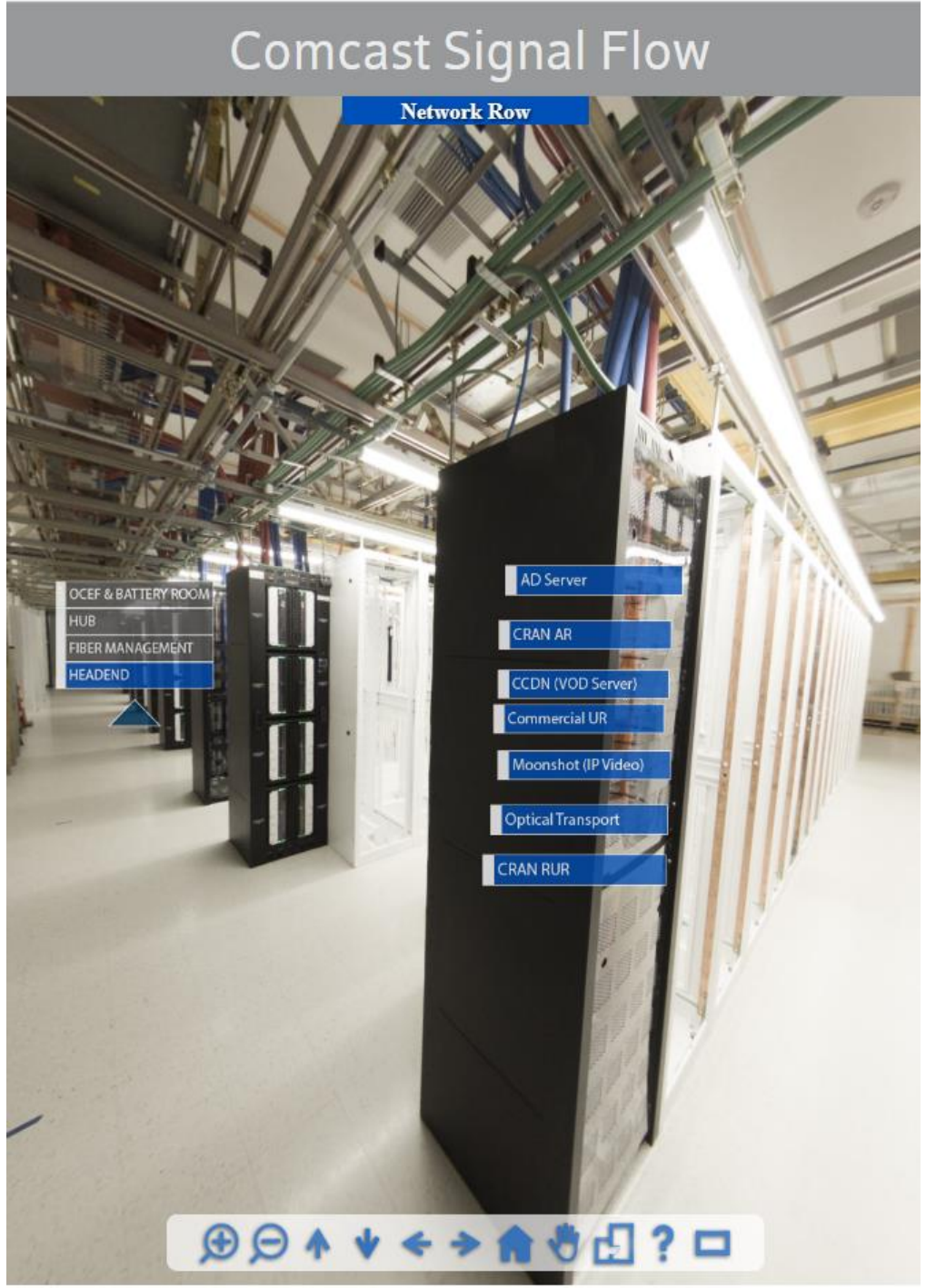
Business Need

Understanding how our headend equipment works to transport the signal through our network is key knowledge for employees who work with the equipment and signal quality everyday.

What Are We Solving For?

Our task was to take AR training technology to replace out-of-date animation to give employees the feel they were in a headend as well as give them better skills in troubleshooting failures when they occur, without risk to the headend or using headend technician time.



Learning Solution

Partnered with GP to give overviews of how signals flow between equipment that are monitored and maintained virtually by the audiences who work with the headend technicians, followed by the virtual headend tour.

Measures

Level 1 Data

Savings for eLearning taken compared to site visits

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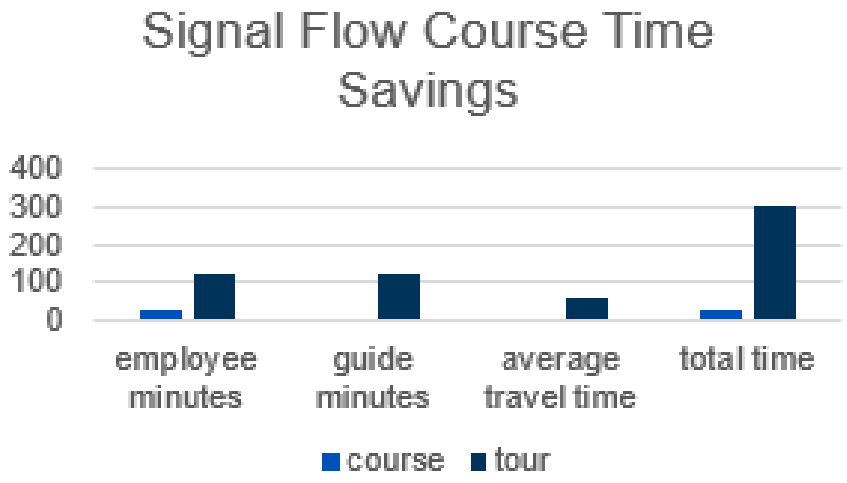
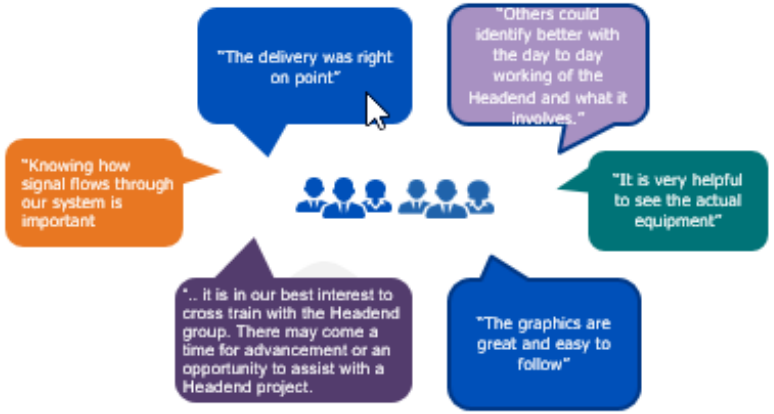
Level 1 and Cost Savings

Key Findings

- NPS Scores better than overall eLearning score
- Verbatim responses show learners like the modality
- 218 employees have taken the course with no risk to the headend by having employee tours
- A tour takes an average of 300 minutes (2 hours employee time, 2 hours guide time, 1 hour travel time)
- 218 employee X 300 minutes = 54,500/60 = 908.33 hours vs. 218 employees x 30 minutes = 6450/60 = 109 hours, for a savings of **799.33** employee hours





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