

kontron

AR/VR Assistance for Connected Field Operations

Solution Brief



Supporting technicians where the work happens

The right information. Right when it matters.



Field technicians work in demanding environments where every decision matters and information must be available instantly.

AR supports technicians during live field operations by providing contextual guidance and real-time assistance, while VR enables immersive training before work begins.

Together, they reduce complexity, improve safety and accelerate knowledge transfer.



Why Human-Centered AR/VR Assistance?

Turning field challenges into confident decisions



TYPICAL CHALLENGES



Complex procedures

Hard to remember every step.



Time pressure

Limited time to find information.



Safety-critical environments

No room for errors.



Limited access to expertise

Expert help not always available.



Long onboarding

Knowledge takes time to build.



HUMAN-CENTERED AR/VR ASSISTANCE



Right information, right moment

Context-aware guidance exactly when it's needed.



Hands-free support

Stay focused on the task.



Safer execution

Guidance and validation reduce risk and errors.



Expert support, anywhere

Connect to experts in real time.



Faster onboarding

Learn by doing and build confidence.



The right information. Right when it matters.

Human-Centered AR/VR Assistance

Supporting technicians from training to execution



AR ASSISTANCE

- Live Work Instructions
- 3D Models & Schematics
- Component Recognition
- Digital Procedures
- AI Guidance
- Voice Control



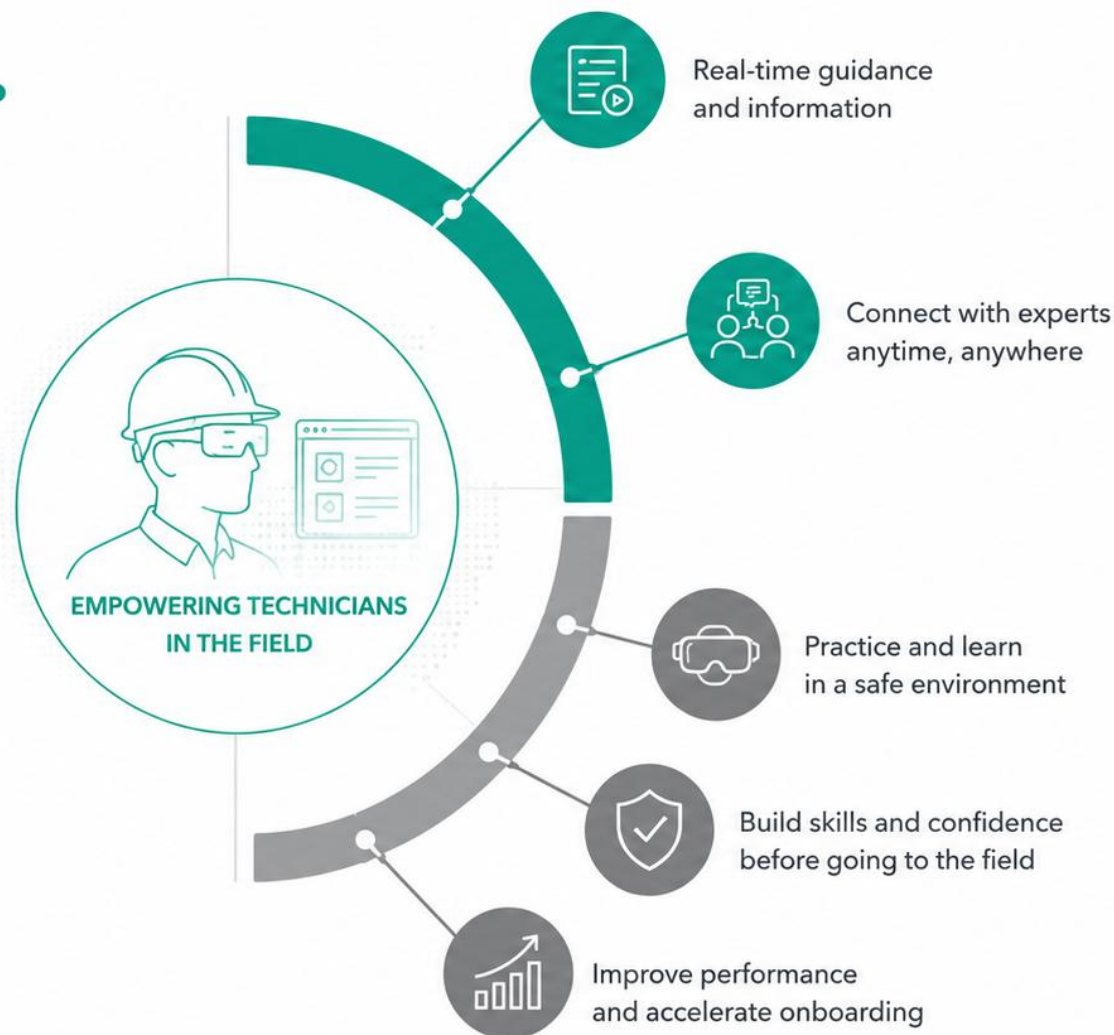
REMOTE EXPERT ASSISTANCE

- Live Video Communication
- Screen Sharing
- Live Annotations
- Voice Communication



VR TRAINING

- Immersive Technician Training
- Safety & Emergency Simulations
- Equipment Familiarization
- Procedure Rehearsal
- Faster Onboarding



kontron

Meet us at InnoTrans —
or get in touch

Let's continue the conversation:

Mirka Hrušovská,

Product Manager, Kontron FSM / ITSM Business Unit

mirka.hrusovska@kontron.com

