



Equipping employees to work smarter with HoloLens 2 from Microsoft + Insight.

Insight<sup>®</sup>

# Work smarter with HoloLens 2 and Insight

Organisations from a wide array of industries benefit from the power of mixed reality with Microsoft® HoloLens® 2.

<b>Retail</b>	Lower the barrier to purchase and empower customers to shop beyond physical inventory with the ability to sample different product features from virtual catalogs.
<b>Manufacturing</b>	Optimise operations, decrease training times and increase efficiency in complex assembly and maintenance processes.
<b>Architecture, engineering and construction</b>	Preview designs at scale, reconstruct 3D models quickly and improve work safety with eyes up and hands free.
<b>Education</b>	Enhance learning by enabling students to investigate and explore subjects in exciting new ways.
<b>Government and utilities</b>	Visualise complex data with holograms to collaborate in 3D project environments while optimising flexibility, safety and cost-efficiency.
<b>Healthcare</b>	Envision a surgery before it starts or ensure flawless surgical procedures with the aid of mixed reality.

## The technology allows workers to:

- Keep hands on the task with voice command capabilities.
- Safeguard information with enterprise-grade security.
- Complete tasks with useful information in sight.
- Enhance training in realistic settings.

From procurement to deployment, Insight offers end-to-end expertise to help organisations integrate special computing into the workplace, enabling employees to work smarter.

Check out the following case studies for an idea of how Microsoft HoloLens 2 and Insight can benefit your organisation.



# Accelerating the deployment of customer fulfilment centres with Remote Assist and HoloLens 2

## The setting:

Leading US grocery retailer

## The challenge:

The client needed to accelerate the deployment of its new customer fulfilment centres in order to expand its e-commerce offering and customer footprint. However, the engineering expertise and skills were based in Europe and travel restrictions threatened to delay the deployment.

## The solution:

Insight Digital Innovation is working with the client to remotely up-skill their local team of engineers through Remote Assist and HoloLens 2. The US client is also looking at the Guides functionality in HoloLens 2 to develop training assets which will support further use cases.





## Connecting IoT, data and immersive technology

### The client:

A global manufacturing services company with 260,000 employees and 100 plants worldwide.

### The challenge:

The client wanted a partner with extensive knowledge in VR/AR/MR to drive new innovative connections between IoT, data and immersive technology.

### The solution:

Insight Digital Innovation worked with the client to build an immersive “Ironman-like” interface that pulled live data from production machines, driving down hardware purchases for factories around the world.

Insight Digital Innovation helped the client create cross-platform applications that span HoloLens®, iPad® with ARKit®, Google Cardboard and more.



## Enhanced learning and development for manufacturing operations

### The client:

A multinational corporation that manufactures construction, mining, forestry and military equipment, as well as diesel engines and industrial equipment such as press machines, lasers and thermoelectric generators.

### The challenge:

The client was searching for a partner to help enable its workforce with Microsoft® Remote Assist for expert support and training with Microsoft Guides.

### The solution:

Insight Digital Innovation's unique offering provided the client with the support, upskilling and technical guidance it needed around Remote Assist and Guides.

Within four weeks, Insight was able to upskill multiple divisions for use of Remote Assist and Guides across the company, allowing the client to move on to more custom applications for mixed reality within the business.



## Pioneering remote clinical care with Microsoft HoloLens 2 and Dynamics 365 Remote Assist

"I was in the operating theatre performing a complex repair on a little heart, no bigger than the size of a strawberry. By using the HoloLens, we were able to transmit live the view of the heart to other colleagues, as well as reviewing the echocardiogram at the same time."

Rafael Guerrero, Director,  
Heart Unit, Clinical Director  
of Innovation and Chief of  
Congenital Cardiac Surgery

### The client:

Alder Hey Children's NHS Foundation Trust cares for over 330,000 children, young people and their families every year. One of Europe's biggest and busiest children's hospitals, it also provides cardiac care and treatment for up to 8 million patients in the North West region of the UK.

### The challenge:

The client wanted to enable clinicians to collaborate and communicate remotely in real time. It was looking for a way to minimise contact in the operating theatre and

allow practitioners to consult fellow medical experts during surgery, regardless of their location. The team at Alder Hey also wanted to conduct virtual ward rounds, with just one clinician making the rounds and others joining remotely. Another issue that Alder Hey wanted to address was staff training. The hospital needed a way to enable medical trainees to observe a procedure without having to be in the room.

### The solution:

Insight worked with top surgeons and cardiologists at the hospital to implement Microsoft HoloLens 2 and Microsoft Dynamics 365 Remote Assist, a mixed reality solution that enables hands-free communication as well as sharing of images and live video. This solution reduces the number of staff needed in the operating theatre, lowering the risk of infection, preventing disruption. It can also reduce the number of people present during ward rounds and make the process more efficient for both patients and staff.



## Preventative maintenance workflow

### The client:

A diversified natural resources company headquartered in Vancouver, Canada

### The challenge:

The client wanted a new efficient way to work through their preventative maintenance routines while collecting information. Their heavy machines not only have complex workflows but they are actively integrated onto a tracking and management system.

### The solution:

Insight Digital Innovation built a custom workflow application for the Microsoft HoloLens 2 that allowed a mechanic to process through a standard maintenance checklist. This application also provided direct visual guidance with 1:1 model of the heavy equipment, allowing grouping of tasks and driving efficiency. In order to check on the health of the machine and previous records, the new system could also bring up PowerBI reports directly within the application.



# Accelerate the adoption of mixed reality

Difficult work and complex scenarios often make it a challenge for workers to view the full scope of the issue while simultaneously considering all the information and imagining possible outcomes. Microsoft® HoloLens® 2 harnesses the power of spatial computing in a revolutionary wireless headset to transform the way that work gets done, making possibilities reality.

Insight can help your enterprise accelerate the adoption of mixed reality and leverage the unique opportunities available through HoloLens 2 to help employees solve difficult problems while working more efficiently, cost-effectively and safely.

## Accelerate



Device Management  
& Deployment



Dynamics 365 Mixed Reality  
Applications



HoloLens 2 Fast Start



Dynamics 365  
Learning & Development



## Innovate



Mixed Reality Workshops



Rapid Prototyping



Insight Solutions



Custom Application  
Development

# Why Insight for HoloLens 2?

Insight's broad expertise and deep experience with Microsoft and HoloLens 2 combine to create a wide range of unique offerings to help your enterprise quickly and successfully adopt mixed reality technology.



## Managed Endpoint

Insight's Device Management and Deployment service takes the hassle out of procuring and deploying devices by configuring self-deployment processes to your devices with Autopilot and Intune. A user-guided out-of-the-box experience allows you to tailor the device to your users right from the start.



## Remote Assist Fast Start

Insight's Remote Assist Fast Start program provides organisations with the tools and guidance needed to begin taking advantage of HoloLens 2 mixed reality quickly, empowering employees to collaborate more efficiently and to work together from different locations using HoloLens 2, Dynamics 365®, and Android or iOS® devices.



## Learning and Development

Since education and training is a critical component for successful adoption of new technology, partnering with Insight allows enterprises to provide employees with up-to-date enablement training at scale without losing focus of core business needs.



## Custom App Development

Insight's Immersive Technology Professional Services empower organisations to explore, develop and prove a Virtual Reality (VR), Augmented Reality (AR) or Mixed Reality (MR) solution to solve your business challenges, quickly.

For more information, set up a meeting with an Insight HoloLens 2 specialist today.

# About Insight

Today, every business is a technology business. Insight Enterprises Inc. empowers organisations of all sizes with Insight Intelligent Technology Solutions™ and services to maximise the business value of IT. As a Fortune 500-ranked global provider of Digital Innovation, Cloud + Data Centre Transformation, Connected Workforce, and Supply Chain Optimisation solutions and services, we help clients successfully manage their IT today while transforming for tomorrow. From IT strategy and design to implementation and management, our 11,000 teammates help clients innovate and optimise their operations to run business smarter.



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