Knowledge on the Move

Mobility of knowledge will become more and more important in our current and future world. For organizations knowledge is (and will become even more) a key asset in decision making and when training and educating newcomers in the job. The ability to efficiently transfer knowledge will therefore become a true competitive advantage, in particular for innovative companies. This competitive advantage is not only relevant in the outside world of customers and competitors, but will also serve as an important vehicle for attracting and retaining young people and professionals.

In industrial (but also other) contexts, modern technology can improve decision making and performance in the field by making information, knowledge and competencies accessible in real time. People can share what is seen in the field instantly with each other, access technical documentation and receive real time data for optimized and faster maintenance and other field activities. Field personnel can thereby not only complete their tasks with greater efficiency, but also the performance of the (industrial) plant will increase, by connecting employees and giving them access to direct support.

An Example: Immersive Competency & Mixed Reality Simulations

Our lives have changed with the introduction of mobile solutions. Many tasks have become easier, information is readily available and people are better connected. However, in the industrial field workers have seen limited benefit from this technology change so far. But there are new developments. One of them is called *Immersive Competency*. *Immersive Competency* is a type of workforce training that immerses an employee in the environment in which he/she will work, through simulation such as virtual and augmented reality. The employee learns by doing, by literally experiencing - and solving - the situations, problems and challenges he/she might face in real. *Immersive Competency* prepares field workers for a variety of situations using *Mixed Reality Simulations* combined with a wide range of learning modules, exercises, assessments, fault injections and tracking of the user's progress on the task at hand. The solution contextualizes job-specific learning and allows users to safely experience the consequences of their decisions. Users will be able to complete field tasks faster and safer, boosting productivity while also improving employee retention and satisfaction.

What is *Mixed Reality*? Immersive and hands-on *Mixed Reality* (VR and AR combined) merges both real and virtual worlds and produces a new environment where physical (real) and digital (virtual) objects co-exist and interact. Studies reveal experiential learning is 75% more efficient than passive teaching methods (lecture reading) and that the retention rate is 36% higher than video methods.

Immersive Competency redefines how users interact with their hardware and software, providing the required hands-on experience that enables users to better rehearse and retain tasks without compromising safety. *Immersive Competency* provides a highly realistic environment in an isolated training solution.

In this case study, we ask you (a) to come up with an innovative idea to exploit, serve out and use the knowledge existing in your organization (in documents and people) in an innovative way and (b) to prove that it works. Convince us that this matters, i.e.: that (your) senior management will buy into this. Feasibility of your solution is an important criterion, and a demonstrable impact assessment would be an excellent differentiator as well!