



Solution Brief

Digital Innovation - Mixed Reality - Learning and Development

Our partner  Microsoft

(Training and Education on Remote Assist and Guides)

Our solution

This education in-person or remotely delivered service is designed for organisations wishing to obtain in-depth knowledge on the use of Remote Assist and Dynamics guides, including how to author their guides.

Delivery is lesson-based and includes a real-world focused, professional programme of à la carte modules for team enablement and proficiency with Microsoft Mixed Reality applications (including Remote Assist and/or guides with all their features and associated tools) to extract maximum value, and quickly position the team to start innovating.

Our offering includes:

Support & Understanding

We will work with you to understand goals and requirements for the solution through the following activities:

- Environment preparation, assistance, and troubleshooting.
- Review infrastructure pre-requisites.
- Identify desired pilot application(s) / modules.
- Pre-meetings with identified champions of each business unit.
- Learning journey – visual representation of how the path to success and understanding will work.

Module: Pre-Flight

We will work with the customer to onboarding to the device and learn fundamental skills:

- Programme introduction and overview.
- Vision and goals for HoloLens.
- What is HoloLens?
- HoloLens basics and navigation.

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Module: D365 Remote Assist Intro & Basic Features

Insight will work with customer to understand the basics of Dynamics 365 Remote Assist. Activities include:

- Downloading & opening Remote Assist.
- Understanding the initial user interface and holographic placement.
- Make the call - connect to an expert or teammate.
- Annotations in space - Arrows & Drawing for HoloLens 2, PC and mobile.

Module: D365 Remote Assist Intermediate Features

Insight will work with the customer to understand the more intermediate & advanced features of Remote Assist. Activities include:

- Bringing critical content into view - accessing OneDrive file sharing.
- Capture critical information - video capture & screenshots.
- Teammate collaboration - access the chat window and input text, screenshots and more.

Module: D365 Guides Introduction & Authoring

Insight will introduce Dynamics 365 guides to the client and walk them through the process of creating their first guide. Activities include:

- Authoring Setup: learn how to properly setup a guide, merging physical with digital.
- Authoring PC App - learn how to create a guide, add tasks, steps, instructions, and assign assets.

- Understanding assets - learn how 3D models and 2D media can be assigned in guides.
- Authoring HoloLens 2 App - learn how to initiate, anchor, and flow your holographic learning content.

Module: Operating a Guide

Insight will work with the client to access and navigate the guide that was created in previous modules. Activities include:

- Understanding the gestures for navigating a guide in HoloLens 2.
- Anchoring your guide - connect the physical world to the holographic guide.
- Operating your guide - understand the user interface and components of the guide.
- Analytics of your guide - get a glimpse into Power BI reports for guides processing.
- Tracking.

Wrap Up: Building a Roadmap

Insight will conclude the training and support with some workshop-based discussion to get you thinking about other opportunities to use technology like HoloLens 2 in your operations, including:

- Potential use case brainstorm session.
- Small technical validation of use cases.
- Understanding the business impact of the use cases to the business.

Executing your digital journey










Turn ideas into powerful business outcomes quickly and smoothly. Our iterative design process provides clarity to ensure your final product creates real results.

Our approach:



A true end-to-end partner

Today, technology isn't just supporting the business; it's becoming the business. At Insight, we help you navigate complex challenges to develop new solutions and processes. We will help you manage today's priorities and prepare for tomorrow's needs.

 Global scale & coverage	 Operational excellence & systems	 Software DNA	 Services solutions	 Data centre transformation	 Next-generation tech skills	 App dev & IoT expertise	 Insight Digital Workspace™	 Partner alignment
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About Insight

Combining our extensive experience and expertise with our highly skilled people, iterative approach across the plan, build and manage stages of bespoke application development and leading Supply Chain Optimisation services, we bring an unrivalled approach to Mixed Reality solutions.

For more information about our Digital Innovation Mixed Reality services, please talk to a specialist.

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