

DIGITAL TRAINING GUIDES LEAD TO 40% LOWER TRAINING TIMES AND 50% FASTER ONBOARDING

ABB, MEDTRONIC AND ROCHE ACHIEVE MEASURABLE RESULTS WITH REFLEKT WORK AUGMENTATION FOR TRAINING



Medtronic accelerates operator onboarding by 50% using the new AR Training Aid built with REFLEKT ONE



Roche Diagnostics turns traditional documentation into mobile training guides to make work easier for their service technicians



ABB Drives reduces training time by 40% with the white-labeled ABB Ability Remote Insights solution

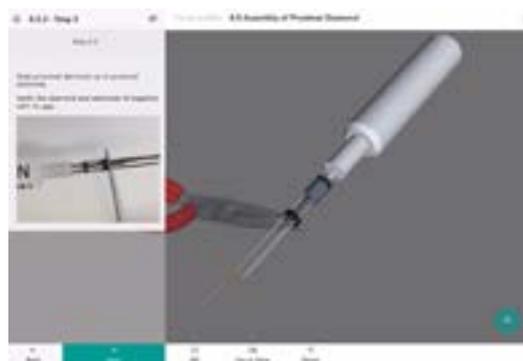
Munich/San Francisco, July 20th, 2021. After the significantly increased demand for Enterprise AR in the last 12 months, industry leaders ABB, Medtronic and Roche report first results in training and onboarding their workforce with RE'FLEKT solutions.

“Training field service technicians with ABB Remote Insights has become a highly effective alternative to in-person training. It frees up time for instructors, saves cost, and increases utilization”, says **Kim Fenrich, Digital Services Product Manager** at ABB.

MEDTRONIC ACCELERATES OPERATOR ONBOARDING TIME BY 50%

Medical device manufacturer Medtronic found that complex Operating Procedures (OPs) lack user-friendly and clear instructional guidance for the manufacturing specialists.

To speed up training and provide EPIX operators on the manufacturing floor with clear instructions, Medtronic builds their AR guides on the AR content creation platform [REFLEKT ONE](#).



EPIX Training Leader Khanh Vo says: “This AR application will save us so much time” and his co-worker **Hermanth Kumar, EPIX Site Analyst**, adds: “The ease of use of the AR guides is simply 5/5 stars.”

Each guide transforms the most crucial OPs into visual AR animations, accompanied by step-by-step instructions, videos, images and quality control features. The operator can perform a procedure by walking through each step on a tablet or other mobile device.

Peter Tortorici, Senior Engineering Manager at Medtronic explains the value: “The digital training guides built in REFLEKT ONE speed up our onboarding process by 50%. Operators now only need half the time to familiarize themselves with new OPs compared to training with paper-based instructions.” [Learn more.](#)

ROCHE DIAGNOSTICS ENHANCES LEARNING EXPERIENCE WITH AR TRAINING



Roche are using REFLEKT ONE to create training guides in-house that are based on existing technical documentation but train service engineers closer to the real equipment by using animated content. The content creation platform enables Roche to feed product data into step-by-step instructions combined with animations that explain the diagnostic systems visually.

“Switching from paper-based manuals to digital guides allows us to replace standardized classroom trainings by more individualized and task-oriented trainings”, says **Ralf Distler, Global Customer Support Lead** at Roche Diagnostics. [Learn more.](#)

ABB DRIVES REDUCES OVERALL TRAINING TIME BY 40%

To ensure high-quality installation and commissioning of ABB drives at customer sites, ABB field service technicians undergo extensive technical training. However, the in-person classroom training requires participants to incur time away from the plant.

With [ABB Ability Remote Insights](#) field service technicians learn how to install and commission electrical drives in a fully digital environment that combines instructor-led remote training with an eLearning experience.

ABB Drives reduces the overall training time by 40% as trainees save two days they used to spend travelling to training sites. The training with ABB Remote Insights leads to significant reductions of travel expenses and utilization cost.



Based on [REFLEKT Remote](#), the app connects instructors and trainees across the globe via video call from the comfort of their workstation or home office.

Instructors can conduct the technical training on a laptop or PC and guide participants wearing RealWear smart glasses. [Learn more.](#)

WHAT IS WORK AUGMENTATION?

[Work Augmentation](#) with Augmented Reality Guidance and Remote Collaboration solve the modern challenges industrial enterprise are facing. Digital training guides accelerate training by enhancing the learning experience with augmented content, displayed in context with the real environment.

With these guides trainees grasp knowledge faster and no longer rely on outdated paper manuals. In addition to digital training guides, remote collaboration tools also bring the training to the employee, instead of the employee to the training. While onsite trainings remain limited, and travel is restricted and time consuming, remote support apps combined with smart glasses make instructor-led training possible from anywhere.

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