

CONNECTED WORKER

EMPOWERING THE NEXT GEN FIELD WORKER



WHAT IS IT?

The digital revolution is transforming the industrial workplace. Through the use of **smart wearable devices and intelligent sensors, industrial companies can digitally connect with workers** on-site and in remote locations, providing them with timely, relevant and rich media to assist them in their work.

The Accenture developed 'connected worker' provides an array of support for the industrial worker. From supported task execution to over-the-shoulder coaching, the integration of virtual assistants and artificial intelligence allows the system to provide detailed advice on demand. It constantly learns through machine learning algorithms which improves and refines the advice given over time. Enterprises can now closely monitor workforce safety, and support field workers to diagnose and repair faulty equipment in real time. **The combination of wearables, artificial intelligence and augmented reality increases productivity and significantly reduces errors and rework.**

KEY FACTS



35%

Percentage of population in mature markets will own at least one wearable electronic device by 2020. [1]



30%

Productivity improvement after a major teleco company adopted the technologies for field force activities. [2]



Zero

Error rate after an aircraft assembly line implemented Connected Worker Technologies. [3]

BENEFITS

1. Connected worker reduces non-productive work, decreases time to competency, improves efficiencies and ensures satisfaction – ultimately **saving money.**
2. Wearables **increase productivity levels** of connected workers by up to 8.5%.
3. **Reduces operational spend** by 8%.

[1] <http://www.gartner.com/smar-ter-wi-th-gar-ner/wearable-technology-beyond-smartwatches-3/>

[2] <https://www.accenture.com/gb-en/insight/disrupting-enterprise>

[3] study from Goldsmiths: <http://www.telegraph.co.uk/technology/news/10801687/Wearable-scanners-boost-productivity-by-aim-cost-10pc.html>

[4] <http://www.telegraph.co.uk/business/digital-leaders/horizons/telegraph-horizons-connected-industrial-worker>