

MREG Overview

Mixed Reality Expert Guidance (MREG) is an augmented reality (AR) enhanced secure remote video support tool connecting field technicians to Subject Matter Experts. MREG significantly reduces work execution time by providing guidance from experienced workers on demand and avoiding workers leaving work sites to resolve issues.



Provides real-time access to remote experts, reducing the need for on-site visits and saving time and costs associated with dispatching technicians to the field.



Enhances communication between remote technicians and on-site personnel through the overlay of digital information onto the physical environment, improving accuracy and clarity of instructions.



Enables remote technicians to see the issue firsthand through AR technology, allowing for precise guidance and faster issue resolution.



Improves customer satisfaction, efficiency, and productivity by providing faster, more accurate solutions to technical issues.