

# RealWear Technical Partner Guide

## What is Assisted Reality (aR)?



Assisted reality, also denoted as "aR", allows users to view information via a screen that is directly in their field of vision, working hands-free. It adds an extra layer of information to the user's view, delivering content such as text, images, videos & diagrams to enhance their situational awareness.

[Find out more by reading our "What is" article.](#)

## Hands-free wearable computing: introducing RealWear

With three options available, companies can select the [Navigator 500](#), [HMT-1](#), or "intrinsically safe" [HMT-1Z1](#) (follow the links for more detail or view the [comparison guide](#)):

- ✓ High-res micro display sits below the user's line of sight & views like a 7" tablet
- ✓ Boom arm allows for optimum positioning & can be adjusted to wear on either eye
- ✓ Fully ruggedised; suitable for wet, dusty, hot, dangerous & loud environments.
- ✓ Built-in camera, torch & four microphones (for best-in-class noise cancellation)
- ✓ Fully PPE compatible – safety is a priority, not a "bolt-on"
- ✓ Over [200 software partners](#) to suit your customer's application & industry



## Your customer's business ambitions



Reducing travel costs



Increasing first-time fix rate



Improving health & safety



Upping worker productivity



Accessing expert knowledge



Providing real-time data & information

## Your customer's technical ambitions



Access to a broad range of software



Remote device management



Android operating system



Enterprise-grade security



Aligns with safety requirements



**Remote Expert**  
Hands-free collaboration & telepresence.

[Read More](#)



**Digital Workflow**  
Visual instructions, checklists & data entry.

[Read More](#)



**Document Navigator**  
Access to files & documents, hands-free.

[Read More](#)



**Industrial IoT Visualisation**  
Real-time actionable information for workers.

[Read More](#)

## Key customer industries



**Automotive**  
Supporting training, production & dealer services.



**Manufacturing**  
Supporting SLA fulfilment, production & secure digitised documentation.



**Oil & Gas**  
Supporting uptime, compliance & knowledge transfer.



**Healthcare**  
Supporting proctoring, rounding & thermal imaging.



**Energy & Utilities**  
Supporting training, productivity & safety.

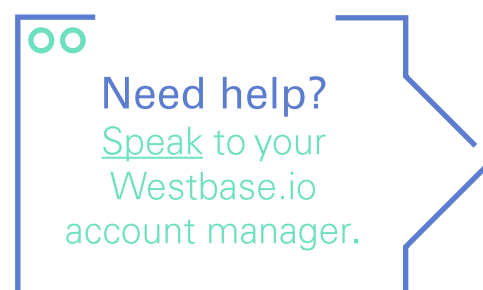


**Field Services**  
Supporting safety, productivity & compliance.

[Download the technical industry guide to see key features, use cases and benefits by industry, allowing you to quickly confirm that the RealWear Navigator or HMT solution meets requirements.](#)

## Key questions to ask

1. What existing software systems do you have that you'd like to incorporate into your hands-free solution?
2. Do you have any challenges with your current infrastructure and devices (that RealWear could ease)?
3. Would remote monitoring and management of your device estate simplify your resource requirements?



## Supporting a field trial

A field trial allows your customers to see the power of the RealWear Navigator or HMT in situ. Ensuring this is a success is key to closing the deal. Typically, a field trial with RealWear starts with an initial demo, progressing to a more detailed workshop to identify the customer's requirements.

[Read RealWear's best practice guide](#) for running a successful field trial or, alternatively, Westbase.io provides a **Managed Field Trial Service**. With this you can leverage our pre-sales & technical teams to fully deliver the trial on your behalf. We take care of the detail to provide a seamless & positive experience for all. [Enquire now to find out more.](#)

## Supporting the rollout: typical challenges

### You or your customer has limited technical resource

Westbase.io RealWear [staging services](#) provide configuration support so your customer's Navigators or HMTs can go straight into the field & work out of the box – work with our technical team to boost your own resources, reducing the overhead on your team while still speeding time to deployment.



### You or your customer needs RealWear training

Westbase.io provides all our partners with basic RealWear training as standard. We also offer a range of advanced technical, commercial & user [training services](#) designed for both you & your customers.



### Your customer has connectivity issues

Westbase.io is also a leading 4G/5G distributor & can assist you in providing more flexible, reliable connectivity solutions if WiFi networks aren't readily available for your customers to connect their Navigator or HMT devices.



Want to find out more about the Westbase.io partner toolkit, to ensure a smooth rollout for your customer? [Read this now.](#)

## Other resources

- ✓ [Assisted reality vs Augmented reality article](#)
- ✓ [RealWear in Action article series](#)
  - ✓ [Case studies](#)
- ✓ [Connected Worker application webpage](#)

The Westbase.io team of RealWear experts is always on hand to help you throughout the sales process. Please contact us at any time:

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