

Technician of the Future

Michael Parsons – IBM
mparsons@sg.ibm.com

What do you see?



What do you see?



Information Access



Technician of the Future

...is here today

AI + Connectivity




Increased
Productivity and First
Time Fix



AI Powered Insights - Aircraft Turnaround

Aircraft Apron Process Monitoring



Event Time

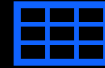
Pause

Air New Zealand: NZ3286 (AKL - SIN)
Gate 12 ETD 18:30 AWST

General	Aircraft parked Chocks on Pushback In
Bridge	Bridge Connected
Doors	Front Door Opened Cargo Door Opened
Containers	Container1 In Container2 In Container3 In



Valuable Insights



Digital Structured Data

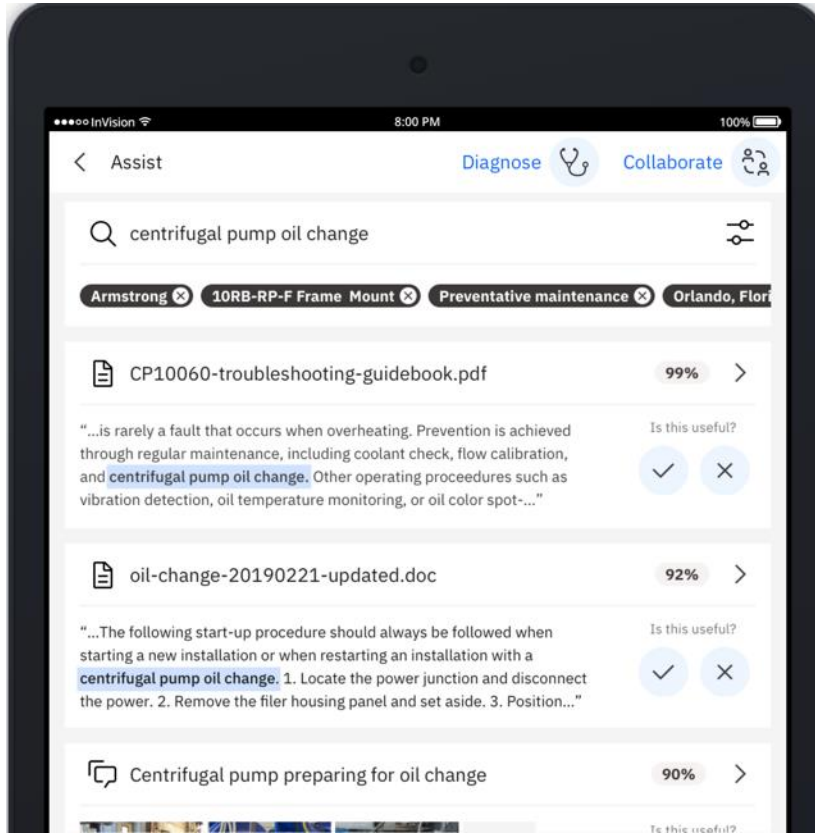


Visual Unstructured Data

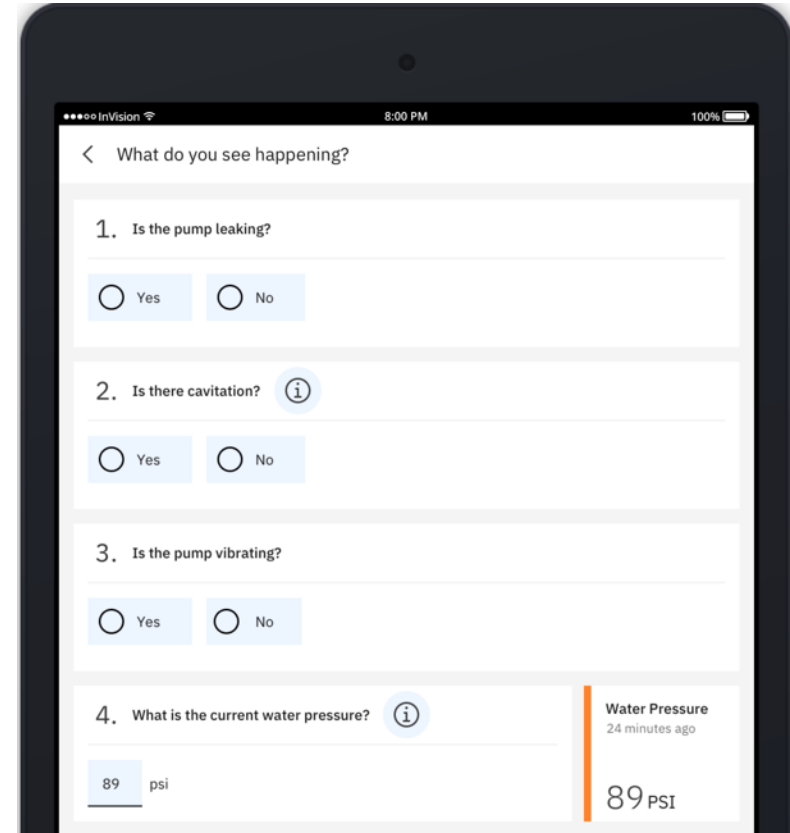
Empower
Subject Matter Experts

AI assistance for your technicians

Natural language query



Problem diagnosis and troubleshooting



Augmented Reality for your technicians



Self & Peer Guidance

Self-driven AR-enabled training,
repairing and IoT data augmentation

Instructions are superimposed in 3D, based on recognition and tracking of the object under maintenance.

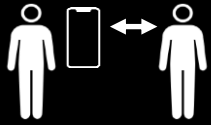
Content for the self guidance mode can be created automatically or manually from peer guidance sessions.

Augmented Reality Pre-Flight Inspection

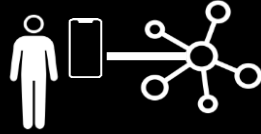


Technician of the Future

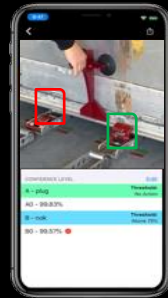
... uses AI, NLP, Computer Vision combined with AR to transform work



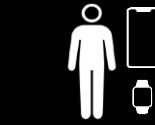
Peer Guided AR



Visual Inspector



Process Guidance



Worker Safety



