



Solution Brief

Insight Digital Innovation - Mixed Reality services

Combining physical and digital worlds, to enable remote collaboration, learning by doing, increased productivity and new interactive experiences for your customers or employees.

Organisations are implementing transformative workplace solutions that empower employees to be more efficient, collaborative and engaged. Historically, these solutions were focused on knowledge workers, whereas now innovation can also be brought to front-line workers. Finding competitive advantage and attracting/retaining employees are two key challenges that businesses face today. Insight's Mixed Reality services provide solutions for these challenges.

38% of IT leaders
listed AR, VR and other immersive experience technologies as technologies critical to innovation in their organisation.

Insight Technology Index Report 2019

Business challenge

Whether you're new to Mixed Reality, have already experienced/deployed some initial workloads, or are creating your own solutions, one thing is certain: there are a variety of considerations, planning, time and resources, best executed by those with experience. Delays in time-to-value, unplanned additional resource requirements or gaps in security or deployment/management processes, which may lead to uncontrolled costs, are real risks to Mixed Reality projects and need to be effectively managed and mitigated by experts.

Mixed Reality Business Value

- Increased productivity, reduced travel-related costs and increased employee satisfaction through remote collaboration, with both hands free to complete tasks
- Help employees with hands-on learning of new skills faster, whilst improving training processes using new interactive methods
- Drive higher employee productivity and sales by visualising your design or sales-related 3D assets as holograms in the real world
- Achieve reduced error rates and increased employee productivity through automatic recognition of physical objects and visualise related contextual data, whilst having full access to your physical environment and incorporating AI to extend beyond human capabilities

Our partner



Authorized Device Reseller

HoloLens 2

Our solution

Our services for Mixed Reality enable you to plan, build and manage solutions based around Microsoft HoloLens 2 devices (Dynamics 365 Remote Assist also supports compatible iOS and Android phone/tablet devices):

Creating custom Mixed Reality solutions

Taking a 'design thinking' approach to understand your business processes in more detail, identifying improvements and designing new ways of working, followed by creating custom Mixed Reality solutions that meet your specific business needs. These can also be combined with additional required functionality from web services, data storage and AI services, as well as integration with your other line of business systems. We provide complete end-to-end plan, build and manage services for customer Mixed Reality solutions, including components in Microsoft Azure

Enabling 'out-of-the-box' Mixed Reality applications

Enabling and maintaining/supporting the out-of-the-box Microsoft 1st party applications that provide almost immediate time to value from HoloLens 2, with optional integration into Dynamics 365, including:

- Remote Assist
- Guides / Layout
- Product Visualise

Providing 'value-add services' for Mixed Reality solution deployments

Supporting our customers and Independent Software Vendors (ISVs) with their own customers, we offer a range of services that enable efficient enterprise-level deployment of Mixed Reality solutions, including:

- Azure solution architecture/design, deployment and on-going monitoring/maintenance/optimisation
- HoloLens 2 Mobile Device Management (MDM), including:
 - Windows 10 updates
 - Application deployment
 - Secure configuration deployment
- Complete asset life-cycle management, from acquisition to retirement and including device preparation/checks before provisioning to end users
- End user / technical support
- End user handover/training
- Provisioning of Azure subscriptions and Dynamics 365 Mixed Reality application licensing
- HoloLens 2 device provision, including finance and extended warranty solutions
- Bespoke service/hardware/software 'solution bundle as a Service'

A true end-to-end partner

Today, technology isn't just supporting the business; it's becoming the business. At Insight, we help you navigate complex challenges to develop new solutions and processes. We will help you manage today's priorities and prepare for tomorrow's needs.

 Global scale & coverage	 Operational excellence & systems	 Software DNA	 Services solutions	 Data centre transformation	 Next-generation tech skills	 App dev & IoT expertise	 Insight Digital Workspace™	 Partner alignment
--	---	---	---	---	--	--	---	--

About Insight

Combining our extensive experience and expertise with our highly skilled people, iterative approach across the plan, build and manage stages of bespoke application development and leading Supply Chain Optimisation services, we bring an unrivalled approach to Mixed Reality solutions.

For more information about our Digital Innovation Mixed Reality services, please talk to a specialist.

+44 (0)8444 723 800 | contactus@insight.com | uk.insight.com