

SMARTGLASSES

Smartglasses are one of the most innovative wearable technologies that can generate immense value for organizations. Here are some lessons Satori has learned helping our clients strategize an organized and effective adoption of this new technology

INTRODUCTION

Smartglasses and Augmented Reality are emerging as critical technologies to enable complex processes and increase collaboration.

Smartglasses are wearable technology that allow for live or recorded video and provide a medium for a visual overlay to leverage augmented reality. Augmented reality allows superimposed information into the field of view for a smartglasses user and allows them to interact with their environment digitally. Although smartglasses were originally seen as a niche consumer technology, they are now being made to regulated industrial safety standards and designed to be worn with a hardhat or clean suit. The corporate market is growing due to the increasingly apparent benefits.

Many corporations with complex procedures in R&D and manufacturing are quickly finding that smartglasses add efficiency throughout their operations. Smartglasses allow a user to provide live / first-person video to a subject matter expert or technical support resource, enabling them to resolve issues more quickly while eliminating the cost in downtime and money for travel if needed. Even federal regulatory agencies are implementing new procedures that rely on streaming video to replace in-person inspections. They can also record pictures and videos for training, review, or knowledge transfer. More advanced uses include hands-free capture of data for lab notes or batch records, live inventory management, and superimposed instructions to reduce errors. New applications and uses are being developed every day by the growing network of developers dedicated to industrial uses for maturing technologies.

Smartglasses increase connectivity and allow hands-free access to data in environments where that was previously impossible or overly burdensome. There are some practical and technical challenges to deploying smartglasses. However, if companies can overcome some of these issues, they can reap considerable benefits.

Satori has outlined below the common criteria that companies must take into consideration when deploying smartglasses at scale and how to prepare for them.

KEY CONSIDERATIONS TO PREPARE FOR SMARTGLASSES

Network infrastructure

Identifying the correct network requirements is one of the most crucial steps for implementing

smartglasses. Whether the application of smartglasses is part of the organization's broader digital strategy (e.g., implemented as part of 'Internet-of-Things') or dependent on individual use cases, it is critical to evaluate and prepare the network to support this technology.

Below are some key considerations that must be addressed from a network perspective:

- What is the bandwidth required for seamless use of smartglasses and is it available where smartglasses would be used?
- What are the essential investments required to realize the full potential of smartglasses?
- Will the users be outside of the company's network? If yes, how do we make the network secure?
- Will the smartglasses be integrated with the organizational network, or will they be hosted on a segmented network with limited connectivity to the organizational network?

Ensuring there is adequate network infrastructure is a key step in utilizing smartglasses effectively.

Cybersecurity

Cybersecurity concerns are a top priority for many organizations. However, managing devices like smartglasses becomes more challenging since cyber criminals can get real-time access to the information that the user is viewing. Organizations need to establish security protocols to protect their business, employees, vendors, and customers. Companies should also consider additional safety protocols based on specific use cases. For example, the safety protocols required for remote assist functionality in which an employee connects with a vendor over a guest network will be different from the safety protocols in which an employee uses the company's network to review standard operating procedures.

Key cybersecurity considerations:

- What is the mitigation plan for network disruption?
- What kind of data will smartglasses use?
- How do we maintain data integrity when using smartglasses? Will there be any encryption for data flow?
- What will be the data flow to and from the smartglasses?

- Will the smartglasses record information? If yes, where will the information be stored?
- Who will have the rights to record information using smartglasses? Who will have access to the recorded information?

A targeted and purpose-built cybersecurity strategy will ensure smartglasses can be deployed with minimal risk.

Mobile Device Management

Onboarding a new device is always challenging for an organization. New protocols must be defined and established before using the device. For this reason, most organizations try to identify devices which can leverage existing network configurations, applications, user access management, certificates, and remote network connectivity. It is more efficient to follow the existing standard security policies and procedures with minor customization. Standard mobile devices – like laptops, tablets, and smartphones – typically follow existing mobile device management protocols; however, that may be difficult to do with smartglasses. It will be more cost and time-effective for organizations if the smartglasses can fit into their existing mobile device management system with minimal modification.

Some things to consider when exploring how to manage smartglasses:

- Which smartglasses are the best fit for the intended use cases – iOS, Windows, or Android-based?
- What changes or expansion of existing Mobile Device Management plans will best enable the intended uses?
- How will profiles be managed, devices patched, support provided?

Fitting smartglasses into the existing shared services for enterprise-wide mobile devices can reduce cost of implementation and speed up adoption and should be considered when selecting the best device for the organization. However, not every organization will be able to leverage its existing platform for smartglasses and may have to find ways to expand its existing system to fit the preferred smartglasses.

Legal

The smartglasses application is new for many organizations, and so are the legal concerns

surrounding the use of these smart devices. Most organizations are conscious of the legality related to user rights, data recording, privacy, and consent, and are evaluating their policies and procedures.

Organizations should also discuss the following questions:

- How do we protect intellectual property?
- What are the regulations around using smartglasses? Are there any location-specific laws or ADA concerns?
- How should we control the recording and transmission of data?
- What are the safety protocols around using smartglasses?

As with any major technological deployment, proactively evaluating the legal landscape and addressing relevant corporate policies will protect users and the company.

CONCLUSION

Smartglasses are a promising and evolving technology with a wide array of applications. It removes geographical barriers and provides an immersive experience to users that improves communication and collaboration. Based on your organization's unique requirements, you can leverage smartglasses for various purposes such as employee training, remote assistance, reviewing SOPs, designing products, showcasing products to customers and many more.

At Satori, we understand that implementing new technology comes with its own set of challenges. Once your organization decides to explore the use of smartglasses.

Satori can help you:

- Identify and define use cases.
- Evaluate current cybersecurity protocols, infrastructure and network requirements.
- Highlight potential risks and create a mitigation plan.
- Define the governance structure for implementation and management of smartglasses.
- Lead change management for successful adoption.

Every organization will pave its own path for adopting smartglasses. Factors such as network infrastructure, cybersecurity, mobile device management, and legal implications will require deliberate planning. Satori will help evaluate

various facets related to smartglasses to prepare your organization for successful adoption of smartglasses. Satori is excited to go on this adventurous journey with you and your team.

ABOUT SATORI CONSULTING

Satori Consulting is a management consulting firm founded in 2002. We are committed to enabling our clients to address their most pressing issues to create value and maximize impact. For nearly 20 years, we have helped clients successfully manage increased competitive, economic, and regulatory pressures.

We deploy small teams of highly experienced consultants practiced in the arts of flexibility, efficiency, and collaboration. Our professionals work to manage programs and complex projects, refine business strategies and optimize processes, organizations, and technologies. Our sensitivity to each client's risk tolerance, corporate culture and situational constraints enables us to deliver results that meet our clients' specific needs and generate lasting value. Please visit our website at www.satoriconsulting.com and reach out to us at info@satoriconsulting.com.