



Passing the Torch

A global oil and gas leader enabled a new generation of workers with Skylight from Upskill

How do you pass critical knowledge from one generation of highly-skilled workers to the next? For one global leader in the oil and gas industry, the answer was to outfit veterans and newcomers alike with smart glasses running the Skylight platform from Upskill.

Situation

This multinational company uses a “pilot plant” system of mini-refineries to test the performance of their catalyst formulas in the early R&D stages of oil refining. Highly-trained technicians monitor and evaluate these results before full production begins. Training isn’t a matter of “just read the manual”: months of classroom work are followed by months of on-the-job training.

The procedures are difficult to master even for the best technicians, because experiments vary widely on a daily basis. On-the-job training for new technicians also adds to the workload of the veteran technicians, which slows down production overall. The company needed a better way to train the next generation of workers and convey this essential knowledge without cutting into productivity.

“ How do you pass knowledge from one generation of highly-skilled workers to the next? ”

Solution

This innovative company turned to the Skylight platform from Upskill and Glass. Plant technicians used Skylight’s “See What I See” feature to capture their daily procedures on video, adding commentary and notes as they go.

This valuable content is uploaded, reviewed by managers and added to the company’s central training knowledge base. Technicians in training can use these ‘veteran videos’ for immediate reference on the job, reviewing them in their

Industry

Energy

AR Solution

- Skylight
- Glass Enterprise Edition

Use Case

- Employee training
- On-the-job assistance
- Remote expert

Benefits

- Reduced ramp time
- Improved productivity
- Less mentor burden

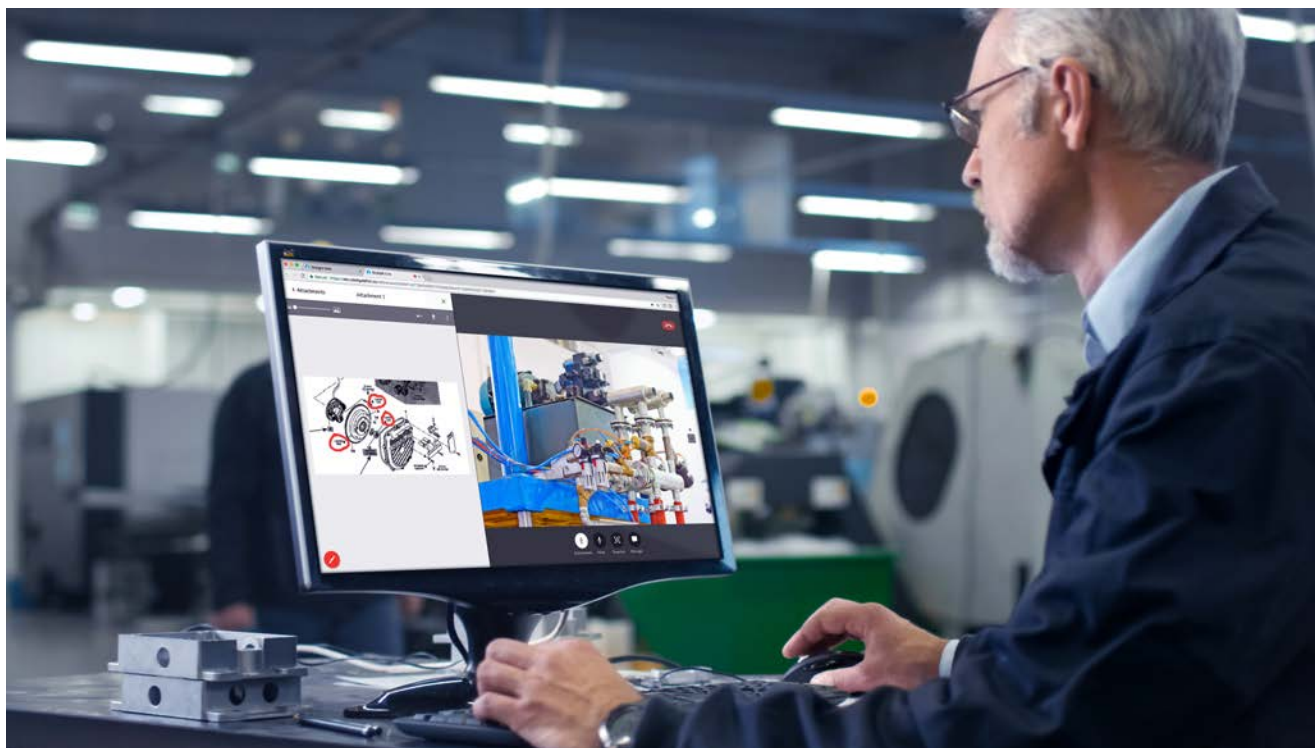
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smart glasses display while keeping their hands free for the work in front of them.

Workers are also able to follow checklists, look up documentation and review notes from their peers. Those who run into issues they haven't encountered previously can use their own glasses to share their view with remote experts and receive live guidance on what to do next.

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Veteran technician provides live guidance to technician in training.

Benefits

The Skylight platform and smart glasses gave this petroleum leader a better way to train its plant workforce; new workers learn the ropes faster. Veteran technicians can keep doing what they do best without interruptions to repeat the same basic information to newcomers.

Perhaps more importantly, essential wisdom about real-world issues to monitor—and how to solve them—are captured on video. The knowledge from this company's best workers is available to everyone, 24 hours a day.

And tomorrow, today's trainees will be adding their own expertise to the knowledge base, with help from Skylight.

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