



PO.058

Abstract

Every technician knows something of value: Harvest the collective know-how of your organisation with the Mtv platform. Using smartphones technicians can capture technical successes (or raise issues) into the Mtv media-rich document. Create actionable best with step-by-step procedures available on any device. Troubleshooting, procedures, health & safety, training - the Mtv document can handle data, information and know-how.

Objectives

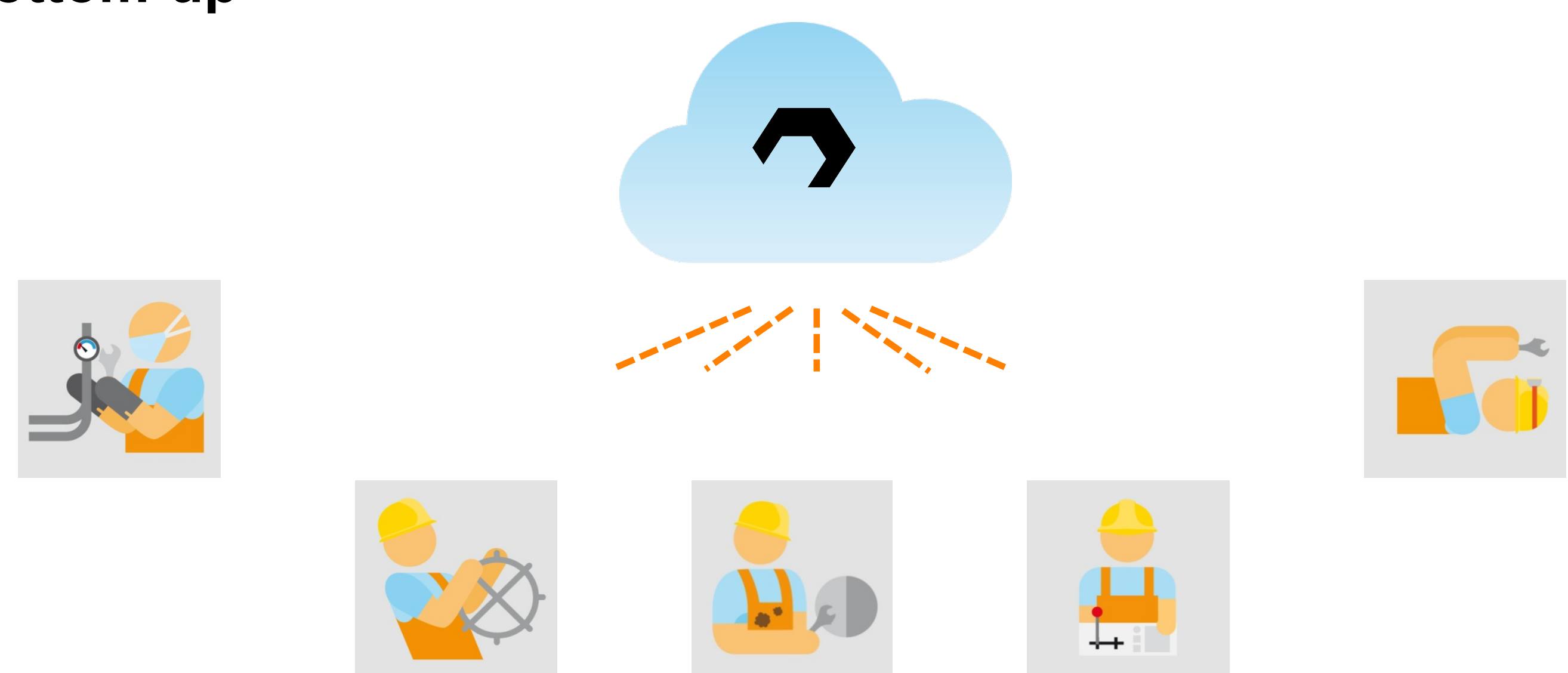
- Maintenance without mistakes
- Higher levels of Health & Safety
- A committed team achieved by recognition of know-how and input
- Lower cost achieved by higher effectiveness of technicians

Methods

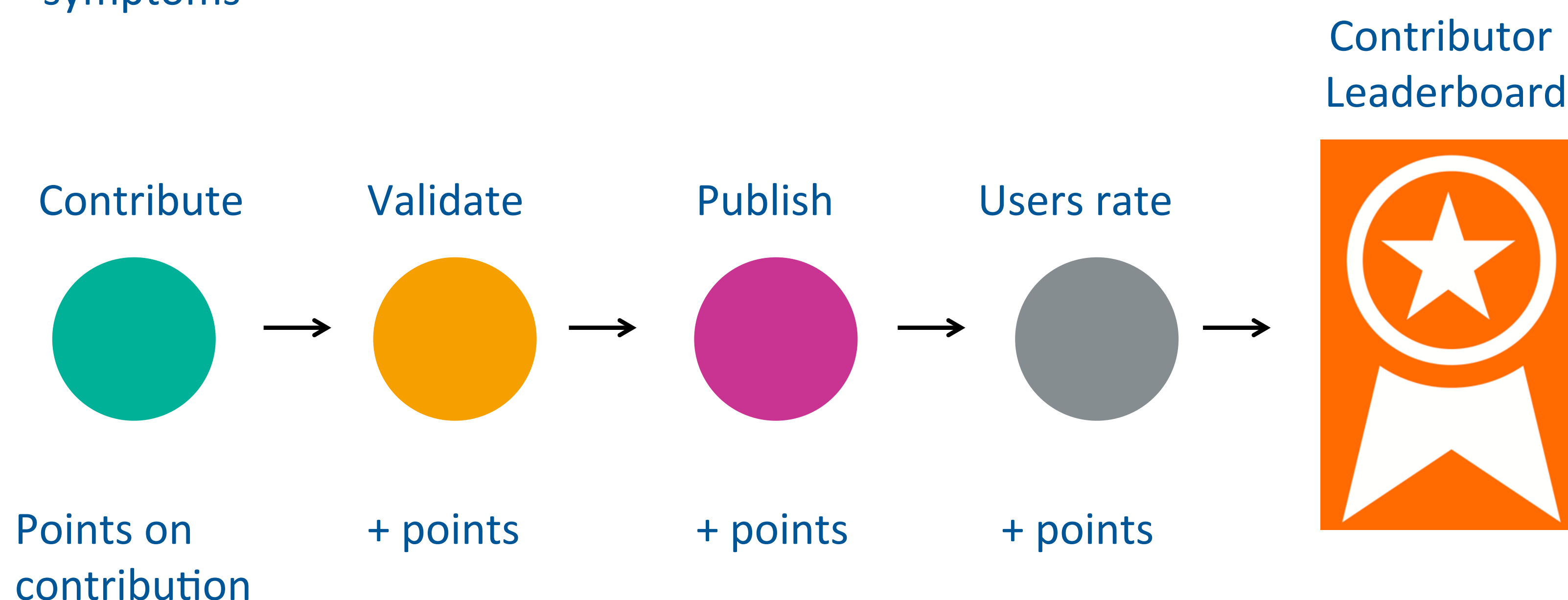
Top-down

- Analyse repeat calls and identify the “gangster” defects
- Crowdsourcing for know-how on symptoms to defects – what are the distinctive or unique aspects that define the symptom
- The crowdsourced know-how is captured in pictures, slideshows, audio, digital diagrams ...
- Assign probabilities to the defects, Mtv “learns” and keeps history
- Assemble into the diagnostics logic, check for overlaps and complete

Bottom-up



Technicians capture symptoms visually with the smartphone and indicate symptoms



Results

An engaged workforce, sharing know-how, receiving “air miles” for their contributions, dynamically responding to every technical problem.

The know-how of the company is capitalised and available

- New hires up to speed quickly
- Knowledge of leaving technicians is captured
- Technicians have access to all the know-how they need on their smartphone
- Health & Safety documents at a tap of the finger
- Documents are dynamic, updating easy, version control and document history ensures traceability

Conclusions

Technicians all use mobiles constantly OUT OF WORKING HOURS. Mtv is a way to harness their tremendous collective knowledge in working hours.



References

1. Various users in the industry
2. Algorithms for Troubleshooting developed with Oxford University
3. Platform developed with Sproutcore – basis for iCloud and Facebook

