# Fast Facts from VDC Study

## Hands-Free Computing for Frontline Workers

## Evaluating the Total Cost of Ownership of RealWear's HMT-1

**Source:** VDC Research  |  Download here

### Report Background:

VDC leveraged its own market data and industry research including conducting multiple interviews with RealWear executives and staff, as well as several customers including Mars, Honeywell, Renault Trucks and Total.



### Bottom Line:

*Total cost of ownership matters when it comes to buying a mobile device for frontline workers.*

RealWear is 70% less than non-rugged and 44% lower than TCO of rugged handheld. Over a five-year period the TCO of the RealWear HMT-1 solution is approximately $5,300.80.

*Correlation between device failure and TCO*

Each **1%** Increase in Device Failure

Equates a **5%** Increase in TCO
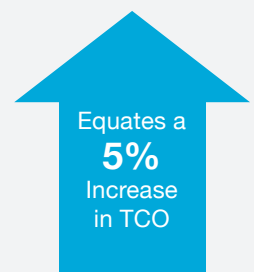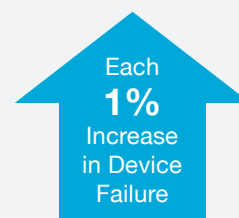
# Customer Voices
## Not All Solutions Are Created Equally

The premise of real-time access to critical information when you need it, where you need it has been the catalyst behind many enterprise mobility and digital transformation initiatives across various organizations. However, the reality is that **not all solutions are created equally and many solutions are not well aligned with the workflow they support or environment where they are used, causing unexpected disruption and limiting productivity.**

"Other smart-glasses got really hot on the employee's head, the quality was poor, and it was difficult to login to the software." In addition, Groupe Renault claimed that before they selected RealWear devices they had looked at other smart glasses. The main issue was that the other smart glasses "looked and felt like normal glasses that were flimsy, [and] wouldn't last long in a workshop. The RealWear [headset] looked and felt the most rugged and robust. This proved accurate once we deployed devices in the field." *— Groupe Renault*

"Previously we used smartphones to take pictures and video-call. Using the RealWear device offers many benefits and makes these processes a lot easier. There is no true competition to RealWear. No strong comparison." *— Honeywell's General Manager of Digital Transformation/Workforce Competency*

"Now onsite workers are able to have an off-site operator quickly assist in troubleshooting or repairs. They can easily video-call from anywhere in the world and have an expert provide documents to the on-site technician, and quickly help troubleshoot an issue. We can even use RealWear in our upstream activities as well. Whenever there's a problem, it makes it very easy to collaborate." *— Senior Process Engineer at Total*

"[Dealerships] often wasting diagnostics time where dealerships were spending too much time trying to identify an issue rather than requesting assistance. [With the RealWear device and remote assist software solution] "collaboration among dealership technicians with Renault HQ or other dealerships became much easier without causing a lot of work for another technician or technical manager." *— Renault Trucks (UK)*

## With RealWear, Companies Are Solving Problems in 30 Minutes.

Situations which may have required **24 to 72 hours** to address, are now being resolved in as little as **30 minutes**, offering substantial uptime value to operators.

### RealWear devices can be trusted in dangerous environments.

It's more than **4X less likely** for RealWear devices to fail compared to a rugged mobile computer, and almost **13X less likely** to fail compared to a non-ruggedized mobile computer.

Each failure incident experienced by mobile devices supporting frontline mobile workers results in over **70 minutes** of lost productivity.

*Average Annual Failure Rate by Mobile Device Type Supporting Frontline Mobile Computing Solutions. (Source: VDC Research, 2020 TCO Survey; n=250 - Average Annual Failure, Year One; RealWear failure rates provided by RealWear Operations).*

| Device Type | Average Annual Failure Rate |
| --- | --- |
| RealWear | 0.98% |
| Rugged Mobile Computers | 4.50% |
| Non-Rugged Mobile Computers | 12.70% |
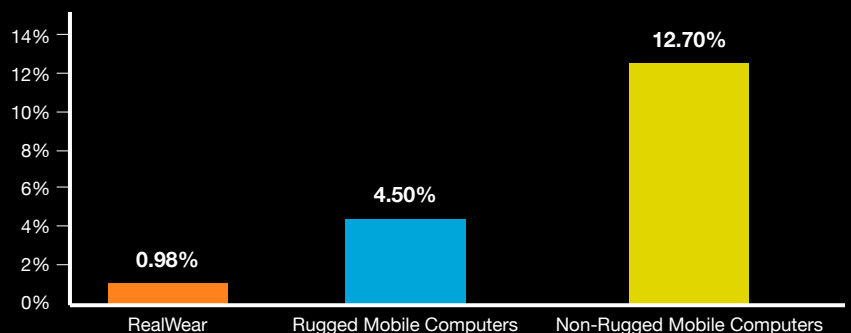
**For more information contact:** sales@realwear.com

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