TurnAround Factor: SME Connect

NCMS Technology Showcase
FRC East

PROBLEM STATEMENT

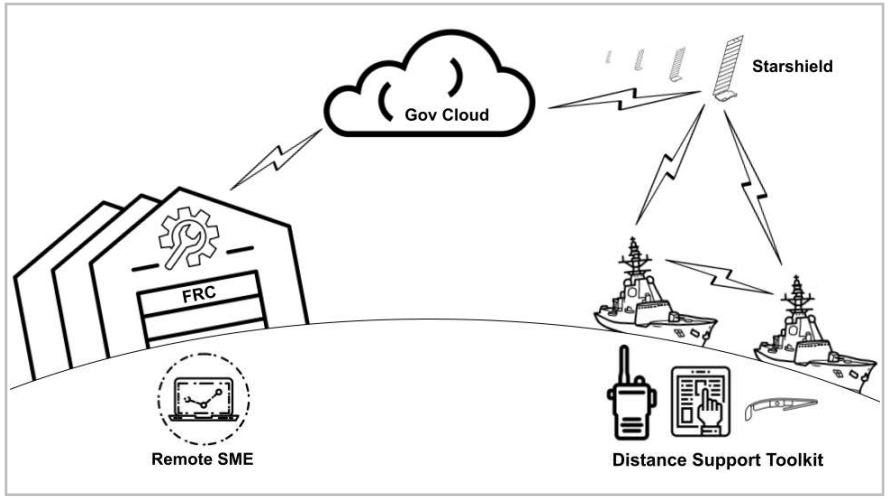
As complex weapons systems become increasingly complex to repair there is a greater need to provide depot level support near the front lines during a conflict with a near peer adversary.

TurnAround Factors SME Connect addresses this by providing remote access to assets in or near the AOR to remote experts back at the depot while bringing the data from the technicians tools in the field back to the remote expert for rapid troubleshooting and problem diagnosis.

BENEFITS

- Increases the capabilities of field personnel without additional training or complex repair manuals.
- Provides expert advice without the lag time of travel to the site
- Operates in contested environments without requiring the aviation, navel, or ground asset to be reachable by support teams or tech reps
- Minimal footprint that leverages existing tools and infrastructure
- Open architecture to support additional tools or interface with other systems such as wire test sets, diagnostic tools, etc.

TECHNOLOGY SOLUTION

- SME Connect allows experts from the depots or vendors to directly interact with I & O maintainers to solve complex maintenance problems in the field
- COTS AR devices such a iPad Pro, HoloLens 2
- Remote experts “dial in” using a web browser
- Tools can be directly connected to the call
- No need to “hold the phone up to the screen”
- Oscilloscopes, test sets, DMM, borescopes, etc. are supported tools, more can be added rapidly
- Provides CAD model, PDFs, Tech Data, and other resources in the call with shared viewing and markup
- Uses existing networks and connectivity to minimize cyber and logistical footprint

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