mXreality®

#ArtificialIntelligence

#MixedReality

#Metaverse

Reimagine how work is done with

immersive technologies

#ArtificialIntelligence #MixedReality #Metaverse

Pioneers in business processes and learning technology

mXreality have been supporting businesses across the globe to transform the way they operate for over 30 years.

Our expertise is in technology and developing and applying solutions that can significantly enhance your business and elevate your employees' performance.

Pioneers in technology transformations

Our technology solutions have been developed with our customers and teams of experts to give you more confidence in decision-making, increase customer satisfaction, improve safety and save lives.

Experts in training and education

Our award-winning, fully interactive learning experiences place your learners in workplace situations virtually, so they can learn as if they are practicing in the real world, but with none of the risk.

Investing in the future with continuous R&D

We are continually working with our customers and monitoring the technological landscape to develop our existing products and create new products that will solve problems and improve business processes.

About mX

mXreality is a well-established provider of innovative solutions for a wide range of industries. Our award-winning immersive technologies have been successfully implemented across utilities, defense, transport, manufacturing, and engineering sectors.

We work with you to find the right technological solution that will solve your business process and training challenges.

Our mission | To augment workers' abilities by pairing humans and smart technology, resulting in dramatically improved performance, safety, learning and greater employee and customer satisfaction.

Our vision | To be a primary provider of advanced immersive technologies for a broad range of industries to enhance knowledge, improve efficiency, reduce costs and improve safety.

We are trusted by teams in a number of industries, worldwide. **And the list is growing.**

The team

The team behind mXreality has over 30 years of experience developing transformational technology for business and education.

We have over 30 talented designers and developers who create award-winning solutions for our customers.

Directors and Advisors

Dr Majid Al-Kader
CEO

Francis Marinho
Technical Director

Jeremy Bending
Industry Advisor

Chris Train
Industry Advisor

Tony Moloney
Industry Advisor

Core team

Hannah Bailey Head of Business Development; **Fiona Christie** Business Development Manager; **Darren Ackers** Production Director; **Penny Bamborough** Systems Development Manager; **Stephen Langstone** Mixed Reality Development Manager; **Lewis Griffiths** Head of 3D; **David Yip** Design Manager; **Deanna Durbridge** Office Manager
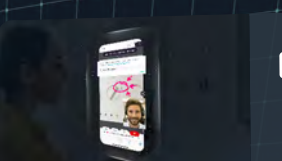
mXinspect
| AI image recognition

mXvision
| 3D digital twin

mXlearn
| Immersive learning environment

mXremote
| Visual remote support

mXshowroom
| Immersive customer experience

mXassist
| Virtual technical assistant

Our solutions

We support customers across a wide range of sectors. Discover more about the solutions that will transform your business operations and learning.

Optimise your business image data with AI image recognition

If you use images within your organisation that need to be categorised, mXinspect can help. It is the next generation of image recognition, using AI to transform this manual, long procedure into an efficient, automated process.

With mXinspect you can |

- Free up your experts for other important tasks
- Automate the analysis of your image data
- Move towards a 'right first time' approach
- Take the guesswork out of identification

Who is it for?

For the energy, engineering and manufacturing industries, mXinspect can be used to see if |
- An installation has been completed to the correctly
- A repair has been completed correctly
- An asset has been maintained

For customers in the medical or veterinary world, mXinspect can be used to see if |
- A mole could be considered cancerous
- New species can be identified
- A rash can be recognised

How does it work?

There are four main steps to using mXinspect.

Train | Prepare the system using example image data and pre-identified categories for each image.

Test | Evaluate the effectiveness of the training by analysing the trained system with a separate test data set.

Retrain | Based on the outcome of the test data set, more image data can be used to improve the system further. This can be iterated through several times to get the system trained to an optimum level.

Analyse | Once trained to a satisfactory level, images can be uploaded to mXinspect and tested against the set parameters. You can then analyse the results and take the necessary actions.

mXinspect

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mXvision
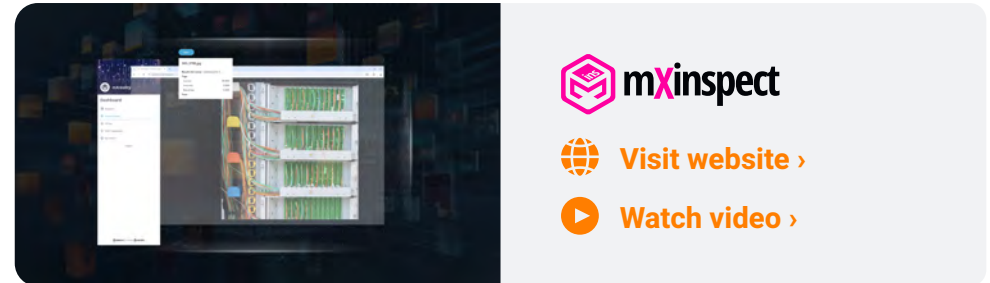
Remotely monitor and manage your assets via a 3D digital twin

The best decisions are made using data, but your data is only as good as your ability to visualise, contextualise and process it so you can respond to changes quicker and better predict future scenarios.

With mXvision you can |

- Visualise all your data in one place
- Encourage collaborative working
- Increase your safety and security
- Improve decision making

How does it work?

Using a dynamic 3D digital twin mXvision will visualise and merge your information in the metaverse.

This digital twin can combine information from multiple platforms, including Geographic Information Systems (GIS), Building Information Modelling (BIM), SCADA, PLC IOT, and telemetry.

mXvision is one 'single source of truth' that is easier to understand at various levels.

This is a secure web-based system so there is no need for additional apps or software. mXvision is accessible so your team can work collaboratively without needing site visits.

You can bring colleagues together from multiple locations to explore your digital twin with real-time data. You can overlay the information relevant to each team and improve your planning, maintenance, and control procedures.

mXvision

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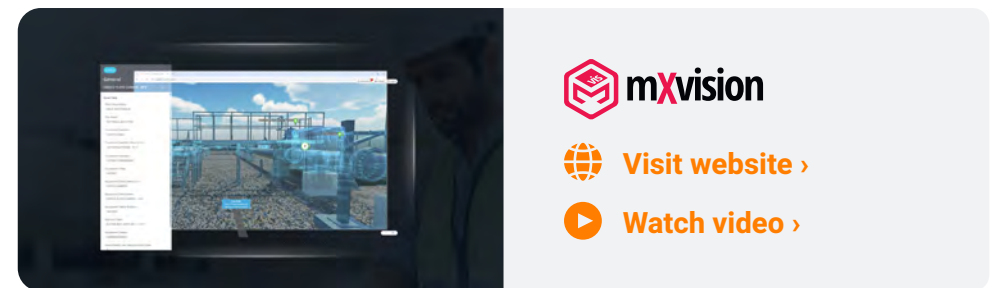
Improve knowledge retention with immersive learning environments

We work with organisations, colleges, and universities to design, develop and deliver realistic learning scenarios and robust training experiences. Ensuring your learners can complete their roles safely and to the correct standard is essential.

With mXlearn you can |

- Increases knowledge retention
- Improves learner confidence
- Decreases costs
- Reduces risk

How does it work?

With mXlearn, you can create realistic learning scenarios that will provide learners with the knowledge they need to safely complete their jobs and a safe space to practise their new skills.

Within the virtual world, they can make mistakes without any real-world consequences, practise their new skills multiple times and work towards a successful assessment.

Learning scenarios can be used to support the training of new starters or to upskill and refresh the training of existing staff.

Scenarios can be linear or built using our randomisation feature. Learners can experience the same scenario under different circumstances to test their responses, such as different weather conditions or decision point pathways. This platform is the only one of its kind that can cope with the amount of data created to give learners a 1 in 12 million chance of seeing exactly the same scenario twice.

Learning methods | Put your learners to the test using a variety of learning methods.

Virtual Environment (VE) | Create a simluated environment specific to your training needs.

Virtual Reality (VR) | Promote active learning with a realistic immersive experience.

Augmented Reality (VR) | Bring learning to life by merging digital and physical worlds.

Metaverse | Build a community, create interactions and share information.

Gamification | Engage your learners with rewards, milestones and achievements.

mXlearn Plus

With our two incredible mXlearn Plus features, you can also take your training to the next level of engagement and robust assessment.

Supervisor mode | This delivers unparalleled support for learners, giving them access to 24/7 support. Dual screens allow learners to request the presence of a supervisor. Once a supervisor has logged on, the learner can see that support is available and engage through audio or text conversations around specific topics.

The supervisor will be able to see what the learner can see from multiple angles. This allows them to grasp any challenges that the learner is having so that they can provide the best support and guide them with prompting tools.

Interactive replay | This will allow trainers to go online and retrieve the pathway of an individual learner through the program. They can see how each decision was made and how the learner interacted with characters as part of the training. Using replay mode the trainer can then sit with the learner (virtually or remotely) and assess specific tasks, giving real-time feedback.

mXlearn

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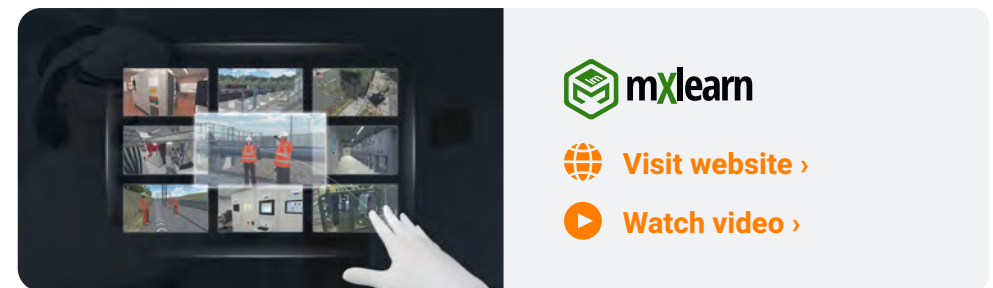
mXremote

Improve customer satisfaction with instant visual remote support

mXremote is an online, remote support system that can be used by your workforce or your customers to prevent costly callouts and reduce site visits. You can safely and securely solve your customer's problems wherever you are in the world.

With mXremote you can |

- Eliminate unnecessary call outs
- Reduce waiting times for common issues
- Support inexperienced colleagues or new hires
- Improve your customer experience and satisfaction

How does it work?

mXremote provides user-friendly, 'real-time' remote assistance by accessing the camera system of your customer or colleague's smartphone or tablet.

When your team can 'see what they see' they can deliver better support with specific step-by-step instructions to help them troubleshoot problems.

Your experts can start providing remote assistance in three simple steps.

Connect | Log in online to the mXremote system

Invite | Send a private session link (via email or SMS) invitation to your customer

Guide | Wait for them to join the call and start to 'see what they see'. Your experts can then guide your customer or team member through to the right solution to fix their problem.

New features

At mXreality, we are always looking for new ways to improve and develop our products, keeping in mind our customers' needs.

The latest version of mXremote now includes |
- Live on-screen annotations to provide better visual cues
- Document and link sharing to provide information instantly
- Optional session recording to support training and provide an audit trail
- Assistant invitations to ensure the right people with the right skills are on the call

mXremote®

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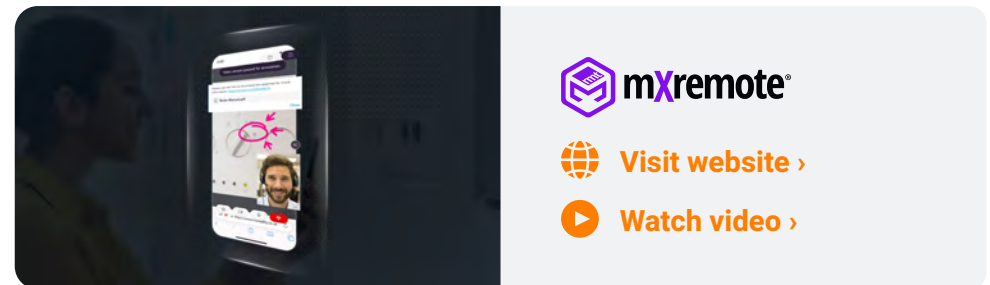
Drive revenue through immersive customer experiences

mXshowroom is revolutionising how you can share your new and existing products and services in the metaverse with seamless experiences.

With mXshowroom you can |

- Drive brand awareness and revenue
- Create more customers touchpoints
- Demonstrate products
- Share information

How does it work?

From demonstrating new prototypes to showcasing your existing products and services range, the metaverse is the perfect, secure environment to give your customers and installers a unique brand experience.

You can reach more people all year round, no matter where they are in the world. through to the right solution to fix their problem.

mxshowroom

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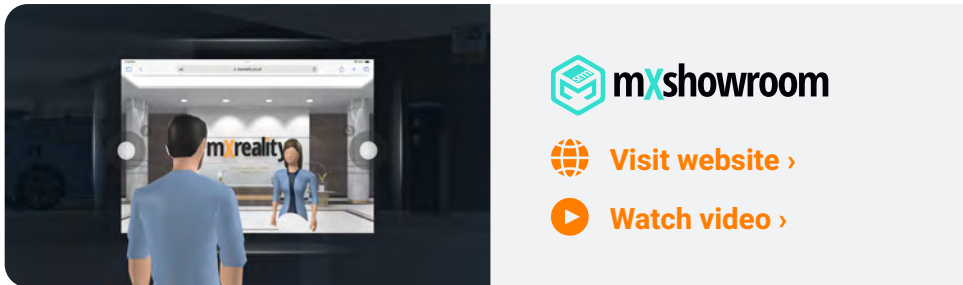
Virtual technical assistance for your frontline workforce

mXassist is a virtual assistant that combines cutting-edge Augmented Reality (AR) and Artificial Intelligence (AI) to support your workforce, give the support they need in an easy-to-understand, accessible platform and transform how they work.

With mXassist you can |

- Make it simple to diagnose and repair complex or new faults
- Deliver additional online, live support when needed
- Improve first-time fix rates
- Reduce operational costs

How does it work?

Automated guidance helps accurately identify products, diagnose faults, and rapidly resolve issues, improving first-time fix rates and operational efficiency.

Your team can simply scan a barcode or QR code to identify the product that they need assistance with. Problems or challenges are inputted into mXassist, allowing the AI within the system to learn to recognise common faults.

As more issues are shared, the AI will quickly find solutions to recurring problems. Augmented reality can provide a digital overlay of the product, making it easy to detect and diagnose faults.

Additionally, live remote support can be accessed to collaboratively resolve issues with more experienced colleagues.

mXassist®

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