



**2024**

# **XR BUYERS GUIDE**

**Prepared by**  
Facilitate  
[www.facilitate.tech](http://www.facilitate.tech)



# INTRO

## Cost of non-adoption of XR

Substantial compromises are inherent in all of today's workplace training solutions, most of them revolve around scalability, engagement or affordability.

If you're reading this guide, you probably understand these compromises and are keen to do something about it. You're likely also aware of the 'costs' of not innovating in L&D and hoping 'business as usual' will suffice. That's a great place to start, and it means you're part of a growing number of businesses that are implementing XR based training for these very reasons. This guide will help you navigate the main aspects of sourcing an XR training solution for your organization.



+61 1300 620 658



[www.facilitate.tech](http://www.facilitate.tech)



[enquiries@facilitate.tech](mailto:enquiries@facilitate.tech)

© Unleashed

# HOW DO I GET TRAINING CONTENT ?

The first and most important consideration is how to obtain training content for the new XR medium. Currently, there are three methods for obtaining training content utilizing these technologies:

- 1 Buy generic but ready-made 'off-the-shelf' content.
- 2 Engage a development agency to create content for you.
- 3 Create content internally via self-authoring solutions.



## Main Considerations

### Cost

- How many use cases can I address given the chosen approach and my budget?
- Is this approach sustainable in the longer term?

### Content specificity

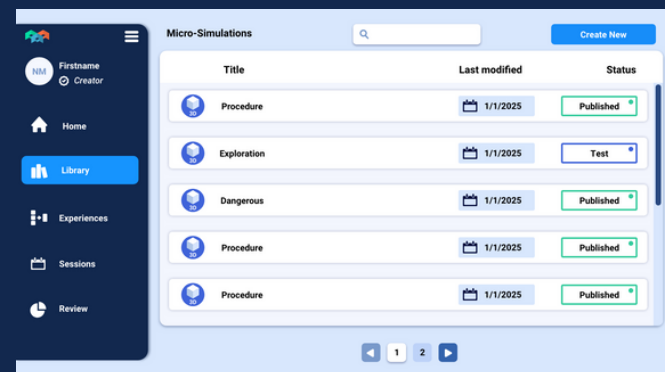
- Will the content be specific enough to our procedure/organization/industry/culture etc?

### Content flexibility

- Can the content be adapted over time/need?
- How easy/costly will these changes be?

### Time

- How long will it take to see a return or provide an internal proof of concept for this technology?
- Will the time taken to create the content meet our training timeframes?



## The Facilitate Approach

We believe that in order to see a good return on investment from XR technology, investing in an internal capability to create content is the future.

Self-authoring tools like Facilitate are the cornerstone of this capability and democratizes the creation process, therefore making it much more scalable and sustainable.



# WHY SELF-AUTHOR?

In this context, self-authoring refers to the internal capability to create training content for XR technologies (AR,VR, MR). Importantly, this means using tools which do not require specialist skill sets and can be used by the average L&D or operational training employee.

## Main Considerations

Does your organization want to develop capability in XR training creation? If not, self-authoring may not be the best approach for you.

Beware of the distinction between 'Low Code' and 'No Code' tools. Low code generally means that some coding/software development is still required.

How important is content specificity? Self-authoring provides the highest specificity, followed by engaging an agency. Off-the-shelf content is, by necessity, generic.

How important is cost? Self-authoring and off-the-shelf content are much cheaper than agency-built content. However, off-the-shelf content often lacks specificity and may not represent good value overall.

How important is scalability? Agency-created content is difficult and costly to scale beyond a few use cases. Likewise, each off-the-shelf module would need to be purchased separately to build a library large enough to provide the breadth of content to cover the whole organization.

## The Facilitate Approach

Facilitate is a true no-code self-authoring tool. We believe the self-authoring approach provides the best balance of low cost, high content specificity, and flexibility. As a result, the solution becomes highly scalable and can provide higher ROI than off-the-shelf or agency-created content.

Facilitate's drag & drop level of complexity means it's a tool that is extremely accessible and delivers value with a low learning curve.



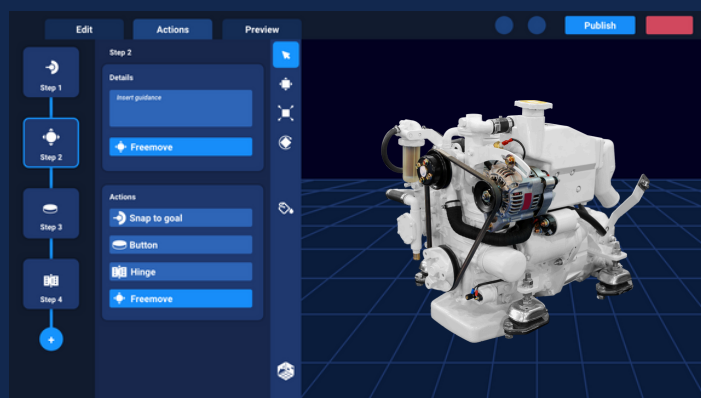
# WHAT'S REQUIRED TO SELF-AUTHOR?

Whilst developing an XR training creation capability requires an initial investment of effort, it is typically a lot less than initially thought. The usability and accessibility of good XR creation tools has reduced dramatically and the effort to learn a good creation tool is akin to learning to use an eLearn tool, like Articulate, for the first time.

Likewise, XR headsets are now as easy to use as the average smartphone. Ultimately, the return on this investment is likely to be very strong given the scalability and cost-effectiveness of self-authoring compared to engaging external providers or using substandard off-the-shelf content. Outlined below are some of the key requirements for self-authoring.

## Main Considerations

- Look for a creation platform that provides a 'once-off' upskilling/enablement training and tools that are easy enough for the L&D team and SMEs to use.
- Be aware of solutions that require a costly 'service' component and provide service instead of enablement training.
- Given the implementation of new technology devices will be required, your IT team's involvement is ideal from an early stage.



## The Facilitate Approach

Facilitate's tools are designed specifically for lay people to use, thus opening the possibility of empowering SMEs and operational staff to create training.

Facilitate offers the Starter Pack: a structured enablement program aimed specifically at kick starting an internal capability to develop XR content.

# FEATURES AND FUNCTIONALITY

Digital Experiential Training is a new way of thinking about digital learning, shifting away from mere presentation of facts ([DET Explained, to learn more](#)). However, in order to create realistic, multi sensory experiences which the learner connects with, the solution requires certain functionality.



## Main Considerations

### Multi-modality learning content

- Modalities in this context refer to either 360-degree image-based content or Computer-Generated Imagery-Based content (3D models). Look for tools that allow the use of both of these modalities.

### Synchronous/Asynchronous learning

- Many VR simulations are 'single-player' only and thus miss out on the power of collaborative learning. Look for tools that allow content to be consumed collaboratively and solo.

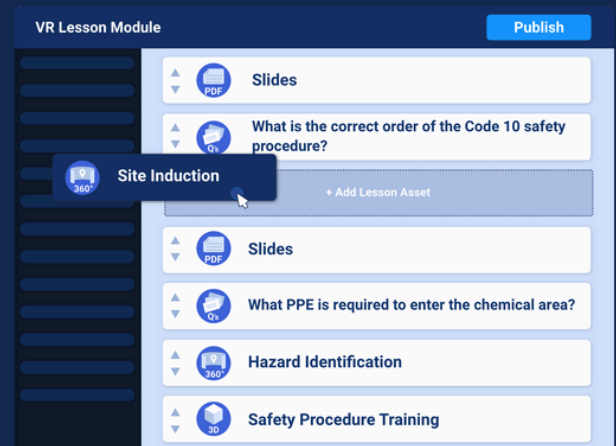
### Multi-platform compatibility

- Look for tools that allow content to be consumed on XR headsets, but also on a PC. This 'future proofs' any content created by ensuring it can be used with existing technology today, but does not have to be re-made for use with the latest XR technology of the future

## The Facilitate Approach

Facilitate is market leading in that 360 imagery based content and CGI simulation content can be combined within one single experience.

Moreover, all content can be accessed via VR headset, PC application or browser link in both collaborative and solo formats. Create once, deploy in different ways.





# DEPLOYMENT MODEL

Once created, there needs to be an easy and flexible way to get the content to learners. Again some basic functionality considerations are key, as well as integration with the broader learning ecosystem.

## Main Considerations

### Seamless content access for learners

- For most organizations this means learners can access XR content via an LMS. Look for tools which allow content to be exported to an LMS (e.g. via SCORM etc).

### Single source of truth

- A good solution will not only allow access via the LMS but also send basic completion data back to the LMS or LRS, making compliance and evaluation much easier.

### XR device compatibility

- Part of future-proofing content is to look for creation platforms that are hardware agnostic. Look for compatibility with all the main stand-alone XR headsets.



## The Facilitate Approach

Facilitate is not only compatible with all main standalone XR headsets but is also part of an ecosystem of hardware resellers, which can support initial procurement and setup.

Facilitate content can be accessed via a SCORM compatible LMS, through a XR headset, PC or browser.

# ENGAGEMENT MODEL

Another aspect worth consideration is the way in which you can engage with the vendor. There are various engagement models in the XR space ranging from true SaaS through to consulting services.



## Main Considerations

### Enablement vs Service

Given that a certain degree of upskilling is likely required to use this technology, having some enablement support is ideal. The key distinction is to look for an enablement package vs. a 'do-it-for-you' approach. Even though the offer may be framed as a SaaS offering, some vendors rely on a service-heavy way of engaging, which can increase cost, time and reduce the internal capability development of the L&D team.

### True Self-authoring

Here, it's important to trial the tools and look for a solution that can truly be used by employees internally, and no parts require specialist skill sets or service provision from the vendor.

## The Facilitate Approach

Facilitate is a true SaaS offering in that lay people can use the tools after a basic on-boarding.

The Starter Package we offer is also a true enablement package with the sole aim of training the creator to use the tools in a structured and extended manner.

POPULAR

### Starter Package

#### Guided Pilot Program

Proof of Concept

2 VR Headset

2 Creator Licences





# PRICING MODEL

The pricing model refers to the way costs are calculated and charged (e.g. per user, annually/monthly etc). The ideal pricing model will depend on your organization and deployment model, but some general points to keep in mind are.

## Main Considerations

### Cost & Value

A key factor is the alignment between cost and value, that is, are the costs matched to the value the solution generates. For example, paying per unit of content consumption is a cost directly linked to value (content consumption/training instances).

### Enterprise Offerings

For larger organizations, unlimited or unconstrained usage is often best. Look for a vendor who offers a package with one cost point and no constraints to scaling across an enterprise.

### Not-for-Profit

Lastly, a competitive offering will provide discounts for not-for-profit and education organizations alike.

## The Facilitate Approach

Facilitate's cost structure is tied closely to the value that is created. In a training context, the ultimate value is a trainee entering an experience and learning a new/better way of working. Hence, Facilitate is charged on the number of unique 'Experience Participants' (i.e. trainees) who consume training content.

Additionally, the content creation and content consumption are charged separately, so organizations can choose to allocate resources to each of these independently.

Lastly, Facilitate offers Enterprise accounts for unrestricted creation and consumption as well as generous Not-for-Profit/Educational discounting.



+61 1300 620 658



[www.facilitate.tech](http://www.facilitate.tech)



[enquiries@facilitate.tech](mailto:enquiries@facilitate.tech)

# SECURITY

Consider your IT and data security policies early on and look for a vendor who is actively pursuing and improving their data security approach. Having access to a vendor's 'Trust Centre' can save time when shortlisting appropriate solutions.



## Main Considerations

If your planning to roll out XR headsets at scale, understand and align with IT/Security needs early on, as this will have bearing on vendor/solution selection.

Be clear about which security standards are a 'must have' in your organization for learning creation software (e.g. SOC2, ISO27001, etc).

## The Facilitate Approach

Facilitate uses Microsoft Azure cloud infrastructure which provides a high level of data security and accessibility.

Facilitate undertakes regular penetration testing and is working toward SOC 2, ISO 270001 and GDPR accreditation.

Facilitate provides an 'Offline' mode, which allows for content to be pre-downloaded for learners in low network areas.



# SUMMARY

Although the path to making the best decision for your organization's immersive training needs may initially feel daunting, XR is no different to any other learning technologies.

The objective with this guide is to empower you to confidently stride forward to introduce immersive and interactive training to your organization.

We have covered the main topics to consider in a succinct manner, so please get in touch with the Facilitate team at [enquiries@facilitate.tech](mailto:enquiries@facilitate.tech) if you would like any further information to help ease your adoption journey.