

## Overview

As valuable front-line employees leave the workforce, **loss of undocumented expertise, or “Tacit Knowledge,”** is projected to cost industrial enterprises in productivity losses, increased maintenance costs and reduction of revenue opportunities.

Tacit’s vision is to preserve and scale remaining tacit knowledge by simplifying the way industrial workforces access real-time guidance and information needed for troubleshooting, successful task completion and ensuring safety.

## Why Now?

Studies show that 85% of baby boomers in the industrial workforce are projected to have retired within the next 7 years, taking with them undocumented, “tribal” knowledge accumulated over their careers.

To mitigate risk associated with the “silver tsunami” and associated skills gaps, leading enterprises understand the potential value of wearables, tablets and other mobile devices to connect less experienced workers in complex operations to subject matter experts.

Analysts estimate:

- **17.5 million enterprise tablets currently deployed**
- **15.8 M potential users by job title (US Census)**
- **8.2M retired-retiring workers in industrial verticals in US market alone (US Labor Statistics)**

Large-scale adoption of wearables has been low. Why? Often, newer, hands-free devices require customers to stitch complex multi-vendor solutions together to make them work. Software designed to augment knowledge is often tethered to specialized devices, limiting widespread adoption, collaboration and introducing risk of solution obsolescence.

## Superpowering modern workforces

Tacit is different. It is designed to be **simple, intuitive and just work across multiple devices** to accelerate knowledge transfer, ensure safety and reduce solution cost and risk.

## Tacit Product Suite:

For all Tacit products, applied AI technologies (Voice Recognition, Natural Language Understanding, Computer Vision and ML) and UX designed for industrial operating environments simplify the way workforces access information.

### Remote Guidance

Remote Guidance works to enable industrial workforces to use mobile devices for collaborative troubleshooting and guided task completion. Remote Guidance includes:

**Remote Expert** - Through a “see-what-I-see” experience, remote experts can assist field workers through collaborative troubleshooting and guided task completion.



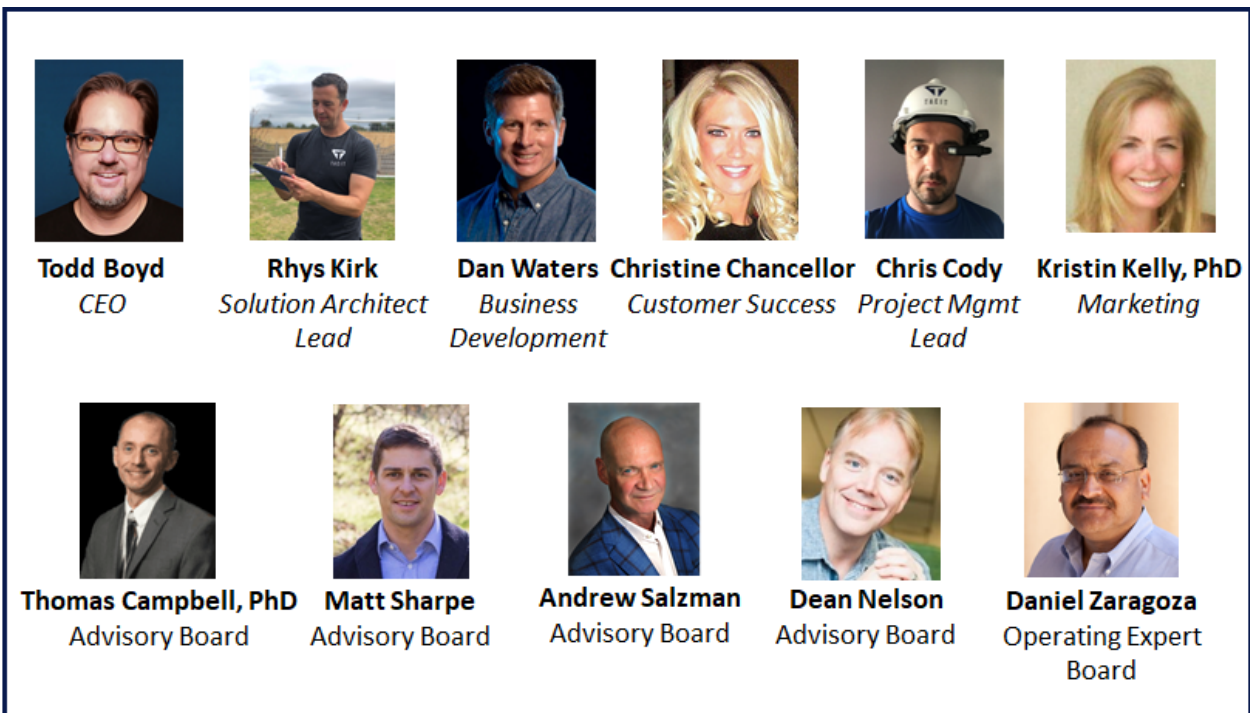
**Modular integration with connected third-party cameras** - will enable views from drones, borescopes and other cameras

**Integrations with Enterprise Systems and Data Visualization** - Experts and field force have access to machine data and workflows for advanced troubleshooting.

**Content Search** - access to manuals, schematics and other documents.

### Tacit Knowledge Platform

As customers use Remote Guidance, content is saved to build customized knowledge bases to preserve & scale expertise. Content can be easily recalled for re-use.



Tacit preserves at-risk industrial expertise to reduce operational risk and empower modern workforces

## Product-Market Fit

Tacit was established in 2017 based on customer input and positioned with a first-mover advantage. Initial target markets encompass verticals where loss of tacit knowledge poses significant operational risk including: AEC/Construction, Oil & Gas, Power & Utilities and Industrial Equipment.

## Product Roadmap

### Phase 1 - Platform Development

- 1) Ensure cross-device compatibility** Cross-device compatibility fosters broader collaboration, reduces system complexity and removes common barriers to entry. Tacit works on iOS/Android/Windows smartphones and tablets, head-worn wearable devices (RealWear HMT-1, Kopin Golden-i, others), Apple Watch and other emerging form factors.
- 2) Connect to existing systems** Integration with enterprise systems ensures that customers can use systems in which they've already invested.
- 3) Preserve expertise** As customers use Tacit, content

is preserved in the Tacit Knowledge base with operational context, building customized knowledge bases that can be re-used for troubleshooting, compliance, training as well as exposed to third-party AI, ML solutions to drive innovation.

### Phase 2 - Tacit Network

- 4) Availability of real-time, remote access to tacit knowledge experts.** Launch private network of vetted experts indexed by expertise or asset type providing on-demand, remote expertise.

## Experienced Team

Tacit is the brainchild of Todd Boyd (CEO), experienced technology executive in the enterprise wearables space. Tacit's Advisors and Management have extensive experience in industrial enterprise technology and include leaders in AI, Business Development, Human Machine Interfaces, Data Infrastructure and GTM/Product Strategy for companies like Uber, DAQRI, eBay, RealWear, OSIsoft, NASA, Xnor.ai, Shell, Zebra, Motorola and Siri.

