

Doubling Training Capacity in a Fully Offline Environment

How UGI Utilities used Telepresenz® Smart Ops™ to safely accelerate training and certification — all within a secure, air-gapped network.



50%

Faster certification cycles — reduced from two weeks to under one



100%

Digital traceability — complete video audit trail within private LAN



100%

Safety and compliance visibility — every task traceable through live video

Client: UGI Utilities

Industry: Energy / Power & Natural Gas Distribution

Scale: 4–6 trainees per session, 1 expert tutor

Worker Environment: Large training facility simulating live emergency conditions across 12 buildings

IT Environment: Fully on-premise, air-gapped LAN with zero external connectivity

Devices: Intrinsically safe RealWear HMT-1Z1 for trainees; desktops for tutors

UGI Utilities operates one of the most comprehensive and advanced technical training centers in the U.S. energy sector. Its campus spans 12 purpose-built buildings that replicate real-world abnormal and emergency scenarios — from gas leak simulations to electrical fault containment. Each technician must demonstrate safety, skill, and precision to earn certification.

While realism was essential, it created operational complexity. Trainers had to move constantly between facilities to observe multiple exercises happening simultaneously. Capturing video evidence, ensuring compliance, and maintaining consistent evaluation standards became increasingly difficult. Compounding the challenge, the entire environment was air-gapped — no internet, no cloud access — due to cybersecurity and safety policies. The solution had to function entirely offline while maintaining performance, reliability, and data integrity.

“We wanted our tutors to see everything, guide everyone, and document every action — all without connecting to the outside world.”

Solution: Telepresenz® Smart Ops™ for Digital Inventory Management and Remote Inspections

UGI deployed Telepresenz® Smart Ops™, configured for secure, on-premise operation within its private LAN. The solution provided real-time visibility, supervision, and assessment — without relying on the internet.

Trainees used intrinsically safe RealWear HMT-1Z1 headsets to stream live video from their field exercises to desktop workstations used by tutors. Trainers could observe up to six trainees simultaneously, annotate visuals, and provide step-by-step guidance in real time.

Every session was automatically recorded and archived within UGI's internal servers, creating a tamper-proof record for compliance and performance audits. Smart Ops™ also allowed tutors to overlay checklists and documentation templates directly into the video feed, ensuring uniform evaluation and reducing manual paperwork.

"Telepresenz gave our trainers the ability to be everywhere at once — securely, safely, and completely offline."

UGI's training center achieved a twofold increase in throughput, certifying up to six trainees at a time without compromising safety or quality. Certification cycles that previously required two weeks were completed in less than one, and every session was automatically archived with full traceability.

The platform's offline architecture maintained 100% data sovereignty, meeting the organization's stringent cybersecurity requirements. Trainers also reported improved efficiency and less fatigue, since they could now monitor and guide multiple simultaneous sessions from a single workstation.

Key Outcomes:

- 2× increase in training throughput
- 50% faster certification completion
- 100% traceable video-based documentation
- Centralized supervision of multiple concurrent sessions
- Zero external connectivity — complete data sovereignty

"We've doubled our training capacity, improved quality, and digitized our evidence trail — all while staying 100% secure and offline."

About Telepresenz®

Telepresenz® — AI-Powered. Frontline-Focused. Future-Ready. Telepresenz connects inspectors, engineers, and administrators through real-time collaboration and AI-powered operational workflows. With Smart Ops™, aerospace teams gain digital control over inspections, inventory, and compliance — turning complex maintenance programs into seamless, transparent, and efficient operations.