

Work Intelligence

Capturing how work is really done: how EON Field IQ guides the worker, checks the work, keeps the record, and turns real jobs into the data behind EON Delta



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1. Executive summary

Work is the one large human activity that has never been properly recorded. Procedures say what should happen, checklists record that a box was ticked, training records say a course was passed, and incident reports are written afterwards, from memory. What the worker actually did at the machine, step by step, has gone unrecorded.

The cost of that gap is counted in lives and money. The International Labour Organization (ILO) estimates that in 2019 around 2.93 million workers died from work-related factors, 330,000 of them in work accidents: about 900 every day [1]. Poor occupational safety and health costs about 4 per cent of global GDP each year [3][4], put at about US\$3 trillion a year in the 2017 global estimates [5][6]. And the know-how that keeps work safe is retiring with the people who hold it [7][8].

EON Field IQ closes the gap from the worker's side. On an ordinary iPhone or iPad it recognises the machine, guides the worker through the job one step at a time from a source the worker chooses and can see, checks each step from a photo, and keeps a signed record of what actually happened: every job, every step, what the camera saw, how long it took and who decided. EON believes this is the most comprehensive record of real work any tool has kept; section 5 sets out what the record contains so that readers can judge the claim for themselves.

The record matters twice. Today it gives supervisors, trainers and auditors evidence they can read. Tomorrow it becomes data. Tesla has described how field data captured by its vehicles is used to continually train the software behind them [10]; Field IQ is designed to do the same for work, feeding **EON Delta**, EON's proprietary AI model. In a race that will be won by whoever has the best data, the knowledge that today walks out of the room when an expert retires becomes an asset the customer keeps.

This paper is careful to separate what Field IQ does today from what is planned. **Available now** on iPhone and iPad: recognition, guidance from three sources, step checks, Watch me, Hazard Hunt, Genesis training in AR, Practice Anywhere, Assembly, Train AI, 16 languages, a natural voice, signed evidence, readable reports and an Assess IQ Report for every job. **Planned:** EON Live and EON Tacit inside Field IQ, jobs sent straight to EON Assess IQ, hands-free and glasses, Meta Quest for training centres, Android, and EON Delta learning from captured work. Planned items carry no dates.

2. The problem: work that kills, costs, and forgets

2.1 Lives

The ILO's latest global estimates, published in 2023 and covering 2019, attribute around 2.93 million deaths a year to work-related factors, an increase of more than 12 per cent since 2000 [1]. Most of them, 2.6 million, come from work-related diseases; 330,000 are deaths in work accidents [1][2]. Spread over the year, that is about 900 people killed in work accidents every day. In the same year, 395 million workers suffered a non-fatal work injury, and work-related deaths were more than double the deaths from road traffic injuries [1].

A tool used at the machine touches only part of this. Most work-related deaths come from disease built up over years of exposure, which a step-by-step guide does not reach directly. Accidents are different in kind: they happen during the work itself, for example when a step is skipped, done out of order, done on the wrong machine, or done without seeing a hazard. That is where Field IQ is aimed. EON does not claim that Field IQ saves lives. The claim is narrower and can be tested: a worker who is guided, checked and recorded at every step is better placed to do the job right.

2.2 Cost

The ILO estimates the economic burden of poor occupational safety and health practices at about 4 per cent of global GDP each year [3], and the work days lost to occupational accidents and work-related diseases at almost 4 per cent of the world's GDP, rising to 6 per cent or more in some countries [4]. The global estimate presented by EU-OSHA with the ILO at the XXI World Congress on Safety and Health at Work in 2017 put the loss at 3.9 per cent of global GDP, roughly €2,680 billion a year, and 3.3 per cent (€476 billion) in the European Union [5]; reported in US dollars, it was 3.94 per cent of global GDP, or US\$2.99 trillion [6]. None of these figures counts what the ILO calls “the immeasurable human suffering” behind them [4].

2.3 The expertise gap

The people who know how the work is really done are leaving. In the United States alone, Deloitte and The Manufacturing Institute project that manufacturers could need as many as 3.8 million additional employees between 2024 and 2033, and that 1.9 million of those jobs could go unfilled if the skills and applicant gaps are not addressed [7]. What leaves with a departing worker is hard to replace: in a 2018 survey of more than 1,000 US workers, run by YouGov for Panopto, 42 per cent of institutional knowledge was unique to the individual [8]. When that person leaves, that part of the job leaves too. It is the data that walks out of the room.

3. Why work has never been captured

Industry is not short of records. It is short of records of the work itself. Each record it keeps holds one slice, and the slice that matters most, what the worker actually did, is the one that is missing (Table 1).

Table 1. What existing records hold

Record	What it tells you	What it usually misses
Procedure, SOP or manual	What should be done, in what order	Whether it was done, how, by whom, and where it differed
Checklist or permit	That a box was ticked or a form signed	What the worker actually did and saw at each step
Training record	That a course was attended or a test passed	How the person works on the job, months later
Video or body camera	Hours of footage	Which step it was, whether it was right, and who decided; unless someone watches it all
Machine and sensor data	What the machine did: pressures, states, alarms	What the person did to it, and why
Incident report	What went wrong, reconstructed afterwards	The many jobs that nearly went wrong and were never reported
EON Field IQ job record	Each step with its source and page, its time, its photo, the AI's answer, who decided, and the hazards found	Planned: the expert's know-how and live machine readings joined to the steps

Procedures are plans. They describe the work as someone intended it, and they age: the machine is modified, the site changes, the manual is lost. **Checklists and permits record a signature**, not an act. **Training is kept apart from work**: a worker meets guided procedure in a classroom or a simulator, on a schedule, and the record is a score; on the job, the guidance and the record both stop. **Video records too much and says too little.** **Machine data records the machine**, not the person.

The result is that the data industry holds describes intentions, attendance and outcomes, but not the work in between. The same gap runs through artificial intelligence. General-purpose AI learns from what has been written and published, and most of how industrial work is actually done has never been written down. A model cannot learn from work nobody recorded.

4. EON Field IQ: the work intelligence loop

Field IQ is one app with six doors a worker recognises at a glance: **Recognize**, **Hands-on Training**, **Practice Anywhere**, **Situation Room** (marked Coming soon), **Assembly** and **Hazard Hunt**, with **Train AI**, **Machines** and the **Assess IQ Report** beside them. Under every door runs the same loop: capture, guide, check, record and learn (Figure 1). The first four stages are in the app today. The fifth is planned.

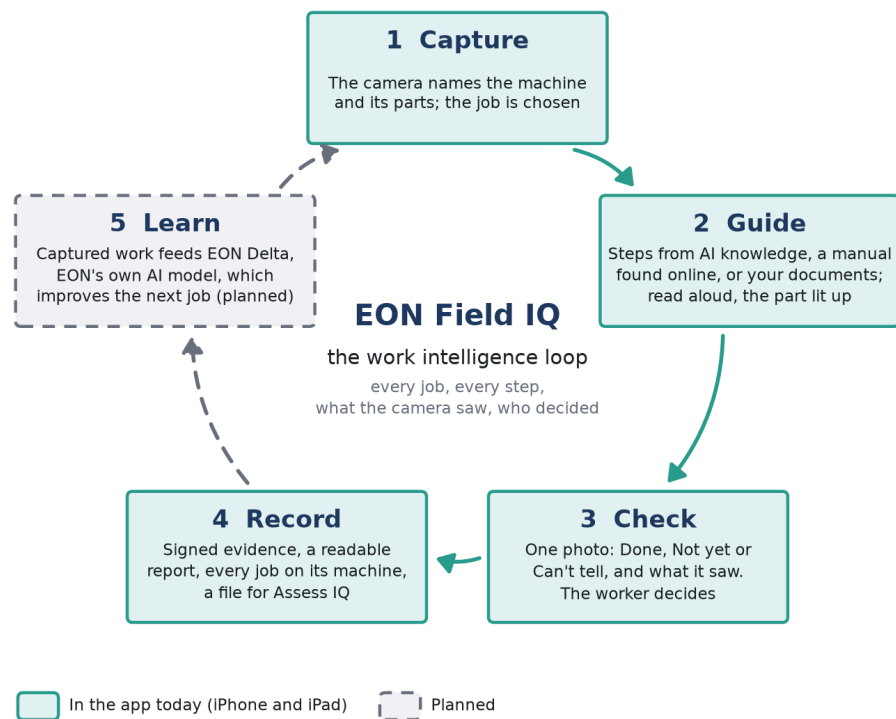


Figure 1. The work intelligence loop. Solid: in the app today on iPhone and iPad. Dashed: planned.

4.1 Capture

The worker points the phone at a machine and taps **Capture**. In about thirty seconds the parts a person can operate have names, pinned to the real equipment as the worker walks around it; on an iPhone or iPad Pro, the depth sensor holds them in place. Leave and come back, and the labels return. A yellow line coaches the photo (too dark, too close, too tilted), and when there is nothing to operate, Field IQ says what it saw rather than nothing. Field IQ then offers the jobs a person might want to do on this machine, and the worker taps one.

4.2 Guide

Walk me through it asks where the steps should come from (Figure 2):

- **AI knowledge:** the AI's own steps. The fastest, and labelled on every card as not the maker's manual.
- **Find documentation online:** the machine's name is read from the nameplate and can be corrected; the worker chooses operation, maintenance or repair; Field IQ searches the web for the maker's manuals. The likely one is marked *Best match for your machine*, a manual for another product is refused, and nothing runs until the worker confirms, beside their own photo, that this is the manual for their machine.
- **My documents:** the customer's own manuals, SOPs and permits, taught to Field IQ with Train AI from files, photos or the camera, and approved step by step.

Every step card names its source and page. The part for the step lights up green, the motion (turn, press, pull) is drawn at the part, and a natural voice reads the step, the caution first, in any of 16 languages.

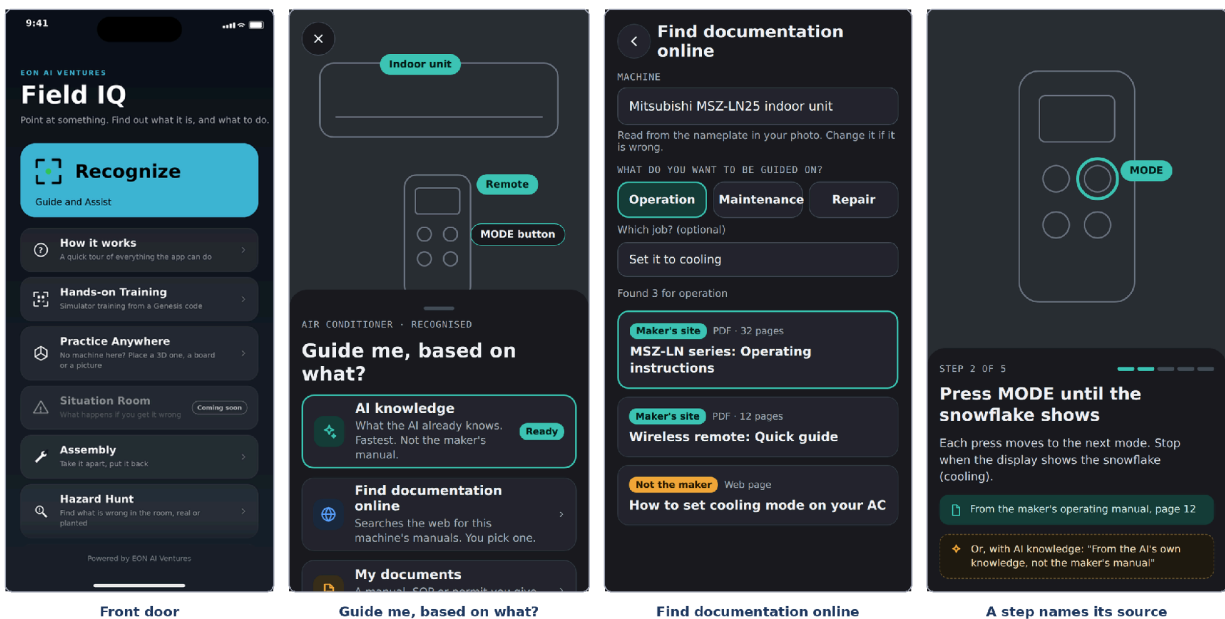


Figure 2. Guide me in build 16: the front door; choosing where the steps come from; finding the maker's manual online; a step that names its source and page. Screens shown as mock-ups, with the camera view drawn as a sketch.

4.3 Check

When the worker believes a step is done, **Check if it's done** takes one photo and answers **Done**, **Not yet** or **Can't tell**, with a line saying what the camera saw (Figure 3). It says Done only when it sees the change itself; anything else is Not yet or Can't tell. Can't tell offers a before-and-after pair, or **I did it**, in which case the record says the worker confirmed the step, not the AI.

Watch me looks only when the worker's hands leave the part or the picture changes, and says stop out loud if it sees danger. **Inspect** finds what is wrong, worn, leaking or unsafe and pins it to the part in red, amber or blue. **Hazard Hunt** sweeps a room in up to six photos for problems on machines, walls, floors, cables, spills and exits, each with *What I see* and *What to do*, read aloud.

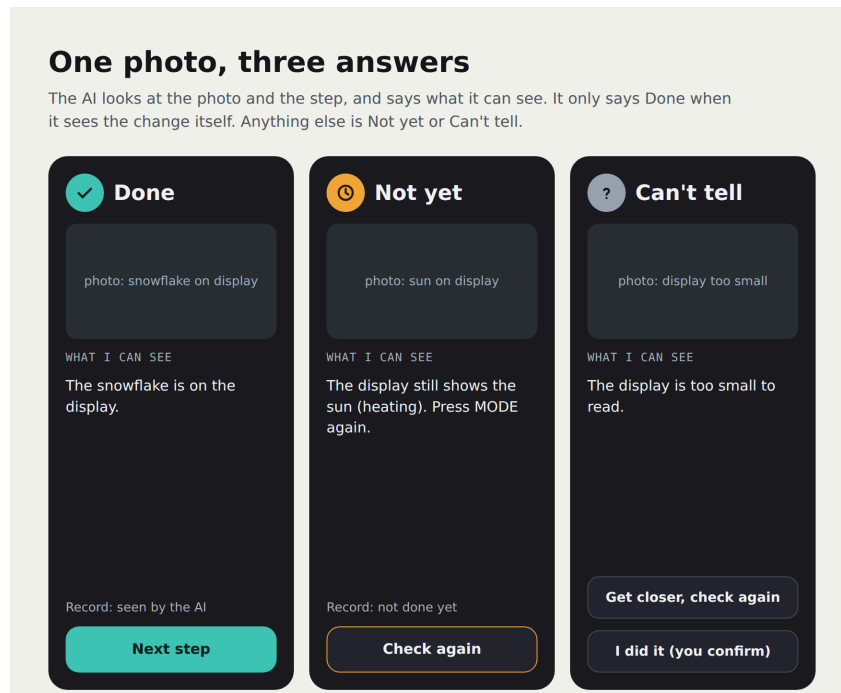


Figure 3. One photo, three answers. The record keeps which one it was, and who moved the job on.

4.4 Record

Every session writes a **signed evidence pack**: the steps, times, photos and checks, sealed so that a later change can be detected. From it Field IQ writes a **readable report** that tells the story of the job (Figure 4): four numbers (time taken, steps done, how many the AI saw done and how many the worker confirmed, hazards); what happened, in plain sentences built by rules from the record, never by the AI; each step with its photo and who decided it; and the references. **Machines** keeps every job done on each machine with the time it took. The **Assess IQ Report** door on the front door lists every job on the phone with its report, and each can be shared as a PDF, as the signed evidence, or as a file written for EON Assess IQ **[The Assess IQ Report door was merged after build 16 and reaches testers in the next build; confirm before publishing.]**

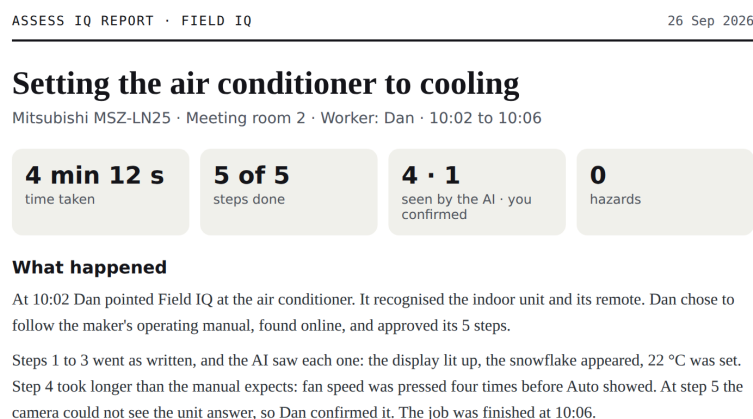


Figure 4. The readable report: what happened, in words a supervisor can follow, built by rules from the signed record (mock-up).

4.5 Learn (planned)

The last stage closes the loop. Captured jobs, with the customer's agreement, feed EON Delta, and what it learns improves the guidance for the next job. Section 7 describes it, and why it is not yet switched on.

5. What is captured, and why it is the most complete record of real work

Table 2 lists what a single Field IQ job records today, and what is planned.

Table 2. What one Field IQ job records

Data	What it is	Status
The machine	What the camera recognised, the parts it named and pinned, and the name read from the nameplate	Today
The job	The job chosen: operation, maintenance or repair, and which job (for example, set it to cooling)	Today
The source of every step	AI knowledge, the maker's manual with its page, or the customer's own SOP, manual or permit	Today
The steps, in order	Each step as run, and what the camera needs to see to confirm it	Today
Time	When the job started and ended, and the time on each step, set against the procedure's own times	Today
Check photos	The photo at each check; before and after when asked; each sealed by its SHA-256 fingerprint	Today
The AI's answer	Done, Not yet or Can't tell, with what it saw, in words	Today
Who decided	Seen by the AI; confirmed by the worker; moved on without a check; skipped	Today
Findings and hazards	From Inspect, Hazard Hunt and Watch me: what, where, how serious, and what to do	Today
The seal	A signed, chained evidence pack, so a later change can be detected	Today
The story	A readable report built by rules from the record, never written by the AI	Today
Expert know-how	Whose experience each step followed (EON Tacit)	Planned
Live readings	Machine readings on the part, with their age (EON Live, if it carries plant data)	Planned

Why EON calls it the most complete record of real work

Each record in Table 1 holds one slice. Field IQ joins them for every job: the **plan** (the source and page of each step), the **act** (the step as run, and its time), the **evidence** (the photo, sealed), the **judgement** (the AI's answer in words, including when it cannot tell), the **decision** (who moved the job on) and the **context** (the machine, and the hazards around it).

The record is **structured**, so jobs can be counted and compared: which steps take longest, which are most often confirmed by hand, where hazards are found. It is **readable**, so a supervisor can follow it without a data team. And it is **ordinary**: it is made on the phone the worker already carries, in the course of the work, not by an observer or a special rig. In EON's view, what workers really do has never before been captured this meticulously, and EON believes Field IQ is the most comprehensive work intelligence tool yet developed **[Dan's superlative, stated as EON's belief; keep or soften]**.

What the record does not do matters as much. Photos stay on the device inside the signed pack; the file written for Assess IQ carries photo fingerprints only. Nothing leaves the phone unless the worker shares it.

6. Every device: from the phone in every pocket to the headset in the training centre

Work intelligence has to reach every worker, and some work needs both hands free. Field IQ is built as one record on a ladder of devices (Figure 5, Table 3). The first rung is available today; the others are planned.

One record, whatever the worker wears

The same steps, checks and signed record, designed to run on each.

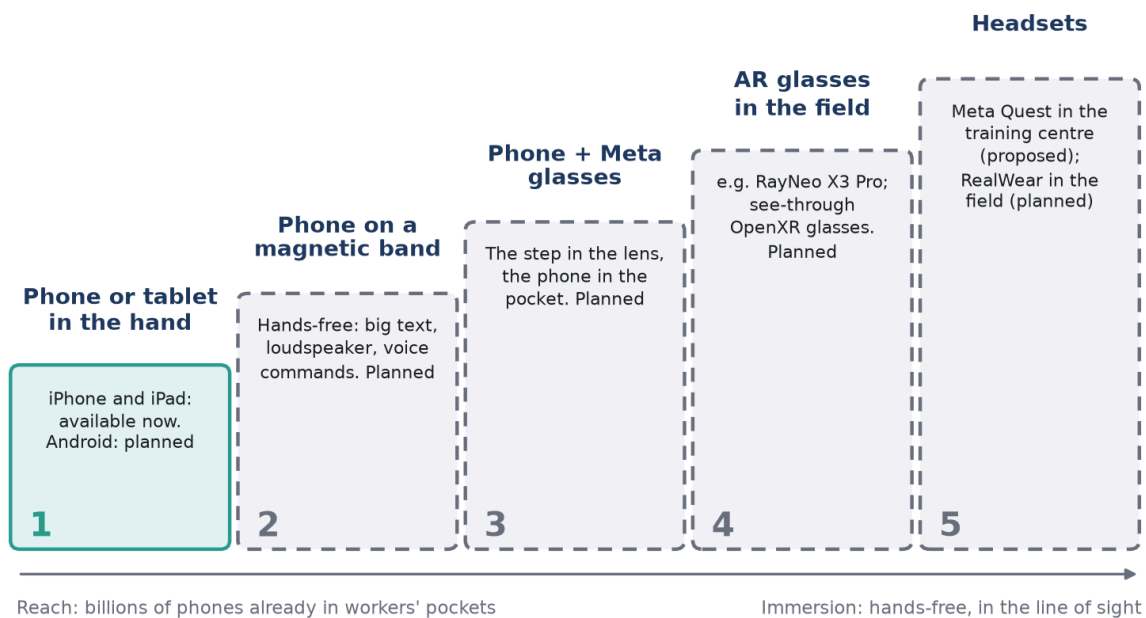


Figure 5. The device ladder. Solid: available now. Dashed: planned or proposed.

6.1 The phone, for everyone (available now)

Field IQ's first device is the one every worker already carries. Ericsson counts about 7.47 billion smartphone subscriptions worldwide in 2025, forecast to reach 8.49 billion by 2031 [9]. Subscriptions are not people, but the point stands: the hardware for work intelligence is already in billions of pockets. Field IQ runs today on iPhone and iPad; a Pro model's depth sensor pins the labels most firmly and can measure between two points. An **Android** version is planned, with labels pinned in AR from its first release; the handover for it is written.

6.2 Hands-free on a magnetic band (planned)

The phone goes on a magnetic chest band, or on a magnet mount stuck to the machine. The screen becomes a display: the step in large text, the caution above it, the voice on the loudspeaker. The worker says *next*, *back* or *check*; a check takes the photo and speaks the answer. Watch me is on by default. It runs on the iPhone Field IQ already supports and needs no vendor toolkit, which is why it comes first among the hands-free options.

6.3 AR glasses in the field (planned)

With **Meta's display glasses** as the phone's companion, the worker recognises the machine on the phone, then pockets it; the glasses carry each step as voice, short text and one picture, and can take the check photo. **RayNeo X3 Pro** glasses run Android and are planned first as a heads-up display of the steps, with labels pinned on the real parts later. For true see-through AR glasses, EON's hardware strategy is to build once on the **OpenXR** standard.

6.4 Headsets for training environments (proposed)

In the training centre, **Meta Quest** puts the lesson's machine in the room at life size: the trainee walks around it, crouches, and works through the steps with the Field IQ language carried into the headset: the ring on the part, the motion at the part, and the card that stays on the machine rather than following the head. A head-mounted display for the field (RealWear class) follows on the Android build.

Table 3. Devices

Device	Who it is for	Status
iPhone and iPad	Every worker, trainer and supervisor	Available now
Android phones and tablets	Every worker on Android	Planned; handover written
Phone on a magnetic band	Hands-free work at the machine	Planned; first hands-free option
Phone + Meta display glasses	Field work with the phone in the pocket	Planned
AR glasses (RayNeo X3 Pro; OpenXR glasses)	Field work in the line of sight	Planned
Meta Quest	Training centres and simulator rooms	Proposed, awaiting approval
Head-mounted display (RealWear class)	Hands-free field work	Planned, after Android

7. The data flywheel: what Tesla shows, and what EON Delta is for

7.1 What Tesla shows

Tesla's annual report describes developing computer hardware “to better enable the massive amounts of field data captured by our vehicles to continually train and improve these neural networks for real-world performance”, and improving the functions in its cars “over time through over-the-air software updates” [10]. The same report is clear that, with its current driver-assistance features, the driver remains responsible for staying fully engaged [10].

The lesson here is not about cars. It is about where the data comes from: from the product in real use, at the scale of a fleet, rather than from what someone wrote down beforehand. Every car on the road is also an instrument.

7.2 Work has never had a fleet

Industrial work has had no equivalent: no instrument, in the course of the work, that records what was done. Field IQ is that instrument. Each job is a labelled example of real work: the machine as seen, the step as written, the photo, the AI's answer and the human decision. The most valuable part is the difference between the plan and what happened, which Field IQ already records: a step that took longer than the manual expects, a step the camera could not confirm, a step skipped, a hazard found. Across many jobs, those differences can show where procedures are wrong, where training falls short and where people are at risk.

7.3 EON Delta

EON Delta is EON's own, proprietary AI model, designed to learn from captured work data: what was done, in what order, how long it took, what the camera saw and where it went wrong. The planned path runs from a session library (every job kept, with the customer's agreement) through Compound IQ, which extracts what differed from the procedure, into EON Delta. Customers will get EON Delta **[Dan to confirm: EON Delta's status today; what customers get (a model tuned on their own data, a shared model, or both); how it is delivered]**. The more work is done with Field IQ, the better EON Delta is meant to understand how work is really done, and the better the next worker's guidance can become.

7.4 The best data wins

EON's view is that the AI race will be won by whoever has the best data. General-purpose models learn from what has been written and published. They have not watched a valve being isolated on a particular machine, on a particular site, by someone who did it slightly differently from the manual. That data is not on the internet. It exists only where the work is done, and it is gone if it is not recorded at the time. For the first time, customers can keep it: the know-how that today walks out of the room when the shift ends or the expert retires.

7.5 What must be true first

Today the loop's last stage is not switched on. Each job's record stays on the device and leaves it only when the worker shares it. Field IQ does not collect sessions centrally and trains no model on them. Three things come first: the customer's agreement, written into the contract, that its work data may be used and on what terms; a privacy policy that says so plainly; and the session library that

keeps jobs with that agreement. EON's position is that customers own their work data **[confirm with legal; the privacy policy draft leaves open who is the data controller]**.

8. The expert in the field: Genesis, EON Live, EON Tacit and Assess IQ

The worker in front of a machine should have the most experienced person beside them. EON's other products hold that experience; Field IQ brings it to the step.

8.1 EON Genesis (available now)

EON Genesis turns a customer's standard operating procedures and photographs into interactive industrial training simulators [11]. In Field IQ, **Hands-on Training** opens a Genesis lesson from its QR code or a list: the briefing, then the machine in 3D, placed on the floor of the room, then each step with a voice, then a results page. **Practice Anywhere** puts a lesson's 3D model in any room when the real machine is not there, and Field IQ names its parts from the picture, as it does on the real thing. **Assembly** takes a lesson's machine apart in AR, part by part, and puts it back, timed, with an exploded view and short missions.

8.2 EON Tacit (planned, first priority)

EON Tacit is to become a fourth source in Guide me, called **Expert know-how**, beside AI knowledge, the manual online and the customer's documents. It brings what an experienced worker said about this machine and this job, and names the expert on every step card. An expert's tip or warning can also sit under any step, whatever its source, and stories of what went wrong before can inform Hazard Hunt and the Situation Room. The specification is written; the connection depends on how Tacit's content is structured and reviewed **[confirm what EON Tacit holds today, and who owns it]**.

8.3 EON Live (planned)

EON Live brings machines that behave like the real ones: close a valve and the pressure climbs. In Field IQ, EON Live models are planned for Practice Anywhere, with physics on or off, and for the **Situation Room**, the fourth door, marked Coming soon: tap a part and ask what happens if it fails, on a model or, later, on the real site **[confirm what EON Live is today: simulation, plant data, or both]**.

8.4 EON Assess IQ

EON Assess IQ turns the record into assessment. Today the Assess IQ Report door lists every job with its report, and **Send to Assess IQ** writes the job as a file Assess IQ can read: every step, who decided it, the findings and the record's seal, with photos by fingerprint only. Planned: each job sent straight to Assess IQ, and a live mode that speaks up the moment something matters, not only after the job.

9. Trust, privacy and governance

A worker acts on what the screen says, and a record is only worth keeping if it can be trusted. Field IQ is built on seven rules.

1. **The worker decides.** The AI never presses Next. Check if it's done and Watch me offer; moving on is the worker's act, and the record says whether the AI saw the step done or the worker confirmed it.
2. **Can't tell is an answer.** Field IQ says Done only when it sees the change itself. A control's colour or label is not evidence that anyone operated it.
3. **Every step names its source.** AI steps say they are not the maker's manual; manual steps name the document and page; a manual for another product is refused; the worker confirms it is the manual for their machine.
4. **Never silent.** An empty answer says what the camera saw; a slow server or a used-up allowance is said in words, never a bare "busy".
5. **Signed evidence.** Each session's record is signed and chained, so a later change can be detected; photos are sealed by their SHA-256 fingerprint; the readable report is built by rules from that record, never written by the AI.
6. **Private by default.** There are no accounts. A photo goes to EON's servers for an answer only when the worker taps Capture, Check, Inspect, Train AI or Hazard Hunt. The signed record stays on the phone until the worker shares it. Counting interest in coming features is opt-in.
7. **Consent and ownership.** Learning from captured work happens only with the customer's agreement, written into the contract; customers own their data **[confirm]**. The privacy policy is in draft with legal.

10. Use cases

10.1 Maintenance and repair

A technician meets an unfamiliar unit. Field IQ reads the nameplate, finds the maker's maintenance manual online, and walks the technician through it, page by page, with each step checked from a photo. **Captured:** the manual and pages followed, each step's time and check, anything Inspect found, and the job on the machine's history in Machines, ready for the next visit.

10.2 Operating equipment

A worker has to run a machine they have not run before, perhaps in a language that is not the manual's. Field IQ guides the operation in the worker's language, with the voice reading each step and the part lit up. **Captured:** who ran which job, from which source, how long each step took, and where the worker needed a second check.

10.3 Safety walks

A supervisor sweeps a workshop with **Hazard Hunt:** up to six photos of a room, each answered with what is wrong, worst first, and what to do, read aloud. A practice mode plants pretend hazards for a drill. **Captured:** the room, each finding with its severity and what to do, in a record the supervisor can share.

10.4 Training and certification

A trainee runs a Genesis lesson in AR, practises on the lesson's 3D model with Practice Anywhere, and takes the machine apart and puts it back with Assembly, against the clock. On the real machine,

the same steps are guided and checked. **Captured:** the lesson results and, on the job, every step, its check and who decided. The report gives trainers and assessors evidence of how the person actually works; certification decisions stay with the organisation.

10.5 Onboarding and knowledge capture

A site teaches Field IQ its own SOPs and permits with Train AI, so that new workers are guided by the site's procedures rather than generic ones. With EON Tacit (planned), experienced workers' know-how joins the steps, named. **Captured:** which procedures are used, where people struggle with them, and, in time, the expert advice that made the difference.

11. Roadmap

Table 4 lists what is next. It is a statement of direction, not of dates: in the app, a feature that is not built is marked Coming soon, which is a promise to build, never a date.

Table 4. Roadmap (no dates)

Item	What it adds	Status
Assess IQ Report door	Every job's report from the front door; Send to Assess IQ as a file	In the app, after build 16
EON Tacit as a source	Expert know-how in Guide me, the expert named on every step	Planned; first priority; specification written
EON Live models	Machines that behave like the real ones, in Practice Anywhere	Planned; specification written
Situation Room	What happens if you get it wrong, on a model or the real site	Planned; Coming soon in the app
Assess IQ, live	Each job straight to Assess IQ; speaking up the moment it matters	Planned; needs Assess IQ's receiving side
Hands-free magnetic band	Big text, loudspeaker, voice commands	Planned; first hands-free option
Phone + Meta glasses	The step in the lens, the phone in the pocket	Planned
AR glasses	RayNeo X3 Pro; OpenXR see-through glasses	Planned
Meta Quest	Training centres: the machine at life size	Proposed
Android	Field IQ on Android phones and tablets	Planned; handover written
Session library and EON Delta	Jobs kept with consent; EON Delta learning from them	Planned
Remote expert	An expert far away sees the camera and points at the part	Proposed
The app in the worker's language	Buttons, menus and guide, not only steps and voice	Planned

12. Conclusion

For as long as there has been industrial work, its most important part, what the worker actually did, has gone unrecorded. EON Field IQ records it, on the phone the worker already carries, while guiding the worker through the job and checking each step. The record serves the customer today as evidence a person can read. It is designed to serve tomorrow as data: the real work that feeds EON Delta, and the know-how that no longer walks out of the room.

The problem Field IQ is aimed at is counted in hundreds of lives a day and trillions of dollars a year. What Field IQ does about it can be tested one job at a time.

About this paper: prepared by EON AI Ventures from the Field IQ product documentation and the public sources below. Features are described as of 26 September 2026. Screens are shown as mock-ups. Planned features carry no dates.

[Draft: Dan to approve.]

13. References

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