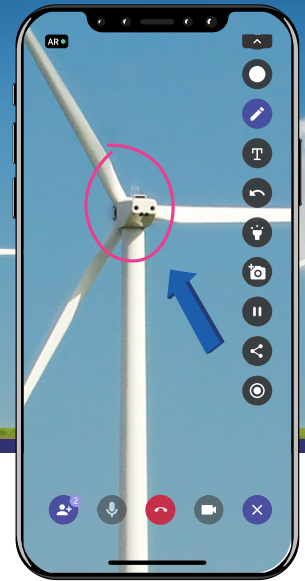


# Meeting ESG Goals Through Service Experience Transformation



Organizations today are deeply intertwined with environmental, social, and governance (ESG) goals. CareAR enables organizations to meet ESG targets using its immersive augmented reality (AR) Service Experience Management (SXM) platform applications that sustainably drive game-changing operational efficiencies.

## Moving Toward Sustainable Operations

Responsible organizations are constantly looking for new ways to expand and meet their ESG targets. Leveraging next-generation technology, such as AR, for field service and customer service is one way to meet these goals as well as realize many additional benefits.

CareAR's SXM platform will help companies to reduce their carbon footprints and build customer loyalty with more sustainable services and support practices. We can help you meet customer expectations and improve the ability to attract and retain talent by setting yourself apart from your competitors, while achieving your ESG objectives.

### ESG Challenges

- Lower GHG emissions
- Reduce waste
- Achieve environmental compliance
- Lack of sustainability awareness
- Attract and retain talent

## How CareAR Supports ESG Goals



### Self-Solve

Boosting self-solve and self-learning opportunities work to proactively eliminate travel for support technicians. Step-by-step AR guidance walks you through the tasks and work verification without needing to call into support or having a service technician dispatched.



### Remote-Solve

Resolving problems remotely via immersive visual collaboration between remote support experts and customers improves service technician efficiency and lowers the cost and environmental impact of service-related travel.



### Reduce Waste

Reducing waste by optimizing first-time fix rates and accurate shipment of spare parts can reduce a company's carbon footprint. Enabling more accurate diagnosis of issues remotely can help get the right parts to a technician on time for maintenance jobs.

## Business Outcomes

**57,000**

fewer site visits

**594,800**

Kg GHG emissions avoided\*

**34%**

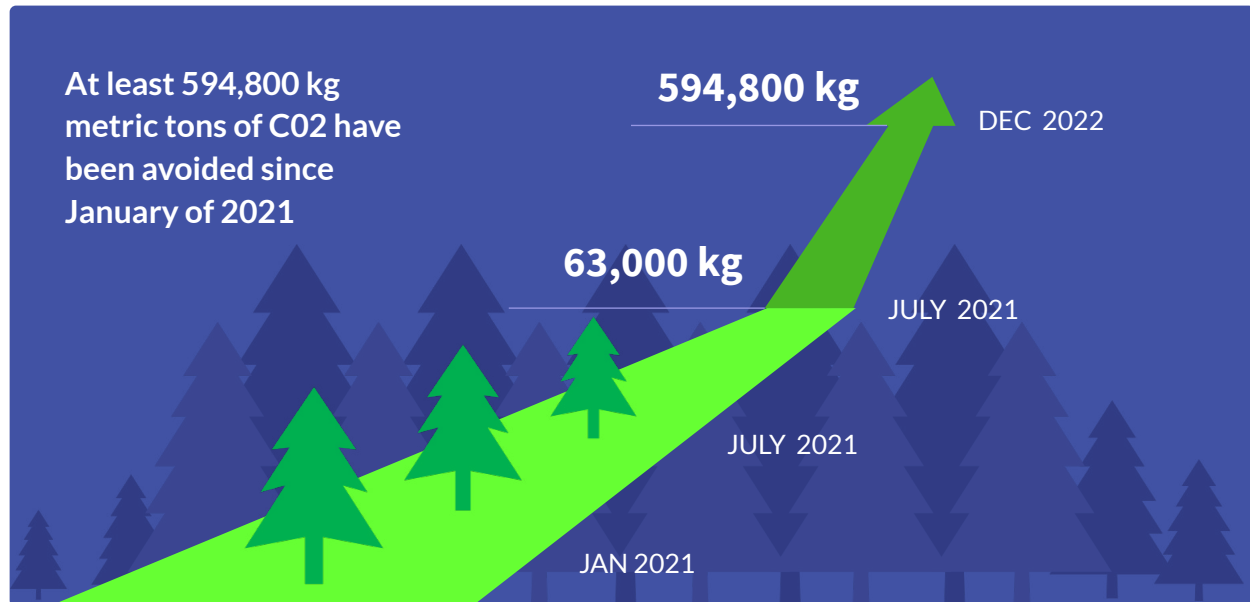
overall global adoption

**60**

minutes or less training time

**9%**

increased remote solve



\*Assumptions: 29 mile average trip. Average van up to 3.5 ton with efficiency of 269 g/km. Source: Xerox Technical Support Representatives usage in North America. Data from Jan. 2022 through Dec. 2022

CareAR allows technicians to solve problems better, faster, and cheaper. CareAR is driving service experience transformation by bridging skills gaps, accelerating knowledge transfers, providing greater operational efficiencies, and enhancing customer outcomes and safety. CareAR has been recognized as a leader and top innovator in enterprise augmented reality in 2022 by ABI Research.

Learn more about CareAR:  
<https://CareAR.com/sustainability>

\*Statistics gathered from Xerox Technical Support Representatives usage in North America in under two years