CARE AR™
A Xerox Company

CareAR® Assist
Enterprise Augmented Reality Visual Support

Remote Support Challenge

Organizations today need new ways to enhance their remote work and support capabilities while still being productive, effective, and now safe. Service delays create frustration when remote agents or field technicians are challenged with skills gaps, lack of necessary tools, or encounter unforeseen situations in order to resolve issues on a timely basis. Service teams try to assess, diagnose, and resolve incidents remotely with limited situational analysis or context. This results in a poor customer experience, negatively impacting resolution times, operating cost, uptime, resource productivity, and customer loyalty.

Enterprises have made significant advances to address some of these challenges. However, today's consumer apps are not effective for solving complicated problems. Additionally, enterprises require solutions that can scale, support collaboration, are secure, and are part of an integrated service workflow.

Use Cases

Field Services
Empower techncians with instant access to remote expertise.

Customer Service
Enhance the customer experience with visual engagement.

IT Service Management
Visual troubleshooting for real time resolutions across enterprise IT.

CareAR® Assist Solution

CareAR® Assist is an augmented reality visual support application that comes as part of the SXM platform. CareAR Assist enables teams to extend digital service workflows as part of a seamless user experience with customer service management, field service management, and IT service management.

CareAR Assist enables service management teams anywhere to provide real-time visual AR assistance, guidance, and compliance for their on-site customers, field workers, and employees. Remote agents and experts are able to see the situation and visually guide customers and field workers intuitively using a suite of augmented reality tools via desktop, mobile, or smart glass devices, as if they were there in person.

Additionally, CareAR Assist's end-to-end integration allows fulfillers to instantly capture content of images and recordings during the service session. The content is automatically saved in the CareAR SXM platform, enhancing knowledge transfer and ensuring proof of work completion or compliance.

Results

CareAR Assist provides a visual AR solution addressing common support use cases such as remote troubleshooting or smart hands for "See What I See". If being on-site is needed, then having the ability to "Show Before You Go" in order to see what your customers or field workers see, prior to being dispatched, ensures greater success of fixing the problem the first time. Fulfillers can now gain valuable visual and situational context, along with the digital tools they need, to focus more of their time on solving the actual problem versus assessing the situation. Centralized NOC teams can utilize L3 resources to provide remote assistance and guidance to broader L1 field teams, realizing significant efficiencies. CareAR Assist delivers these KPI's while allowing the ability to work remotely and safely.

How it Works

SEE

Virtually see as if the situation were actually there

SOLVE

Visually guide and collaborate for effective problem resolution

SAVE

Capture and share content in systems and with teams

Features

- Real-time HD video and audio collaboration
- Enterprise grade AR toolset
- 3D spatial mapping
- Photo capture
- Video recording
- Usage dashboard and analytics
- Multi-device support including mobile, desktop and web
- High availability global cloud infrastructure
- Integration with ServiceNow

Technical Requirements

mobile	iOS 12 or later (requires ARKit) Android 10.0 or later (requires ARCore)
desktop	Windows and macOS (Intel/M1/M2/MX)
smart glasses	RealWear Navigator 500, RealWear HMT-1, Lenovo ThinkReality A3
network	500 kbps and higher N/A for offline mode
data encryption	AES 256-bit

Benefits

Faster Time to Resolution

Gain instant visual context - spend valuable time solving the actual problem versus assessing the situation.

Higher First Time Fix Rates

Provide step by step guidance using visual collaboration with AR annotation and 3D objects for more effective and accurate resolution.

Knowledge Transfer

Reduce your skills gap and make experts accessible to more junior field resources, contractors or customers.

Reduce Service Costs

With visual collaboration, decrease downtime of systems, eliminate need to send trucks, see what your agent, tech, or customer sees in real time.

Customer Experience

Elevate your customer's experience and NPS through unmatched quality, service, and capabilities with the highest human interactions.

Visually Resolve Issues Remotely Using Enterprise Augmented Reality

Schedule a demo at
https://carear.com/demo

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