CAREAR™
A Xerox Company

SOLUTION BRIEF

CareAR for the Insurance Industry

Is Digitization Enough?

Digital transformation is accellerating across the insurance industry and taking customer expectations to the next level, increasing the demand for first-call resolutions and fast, frictionless claims processing.

For example, 68% percent of policyholder complaints involve issues with filing a claim, including slow processing. In an on-demand world, it's critical for insurers to move at the speed of now by delivering seamless, transparent processes.

But when claims adjusters are unable to survey the damage in person, how can insurance companies drive customer satisfaction and loyalty by resolving issues accurately and quickly?

> If a claims adjuster can't come to the customer physically, why not connect them remotely?

Meet CareAR

CareAR is an augmented reality (AR) visual support platform that allows insurance companies to transform their support experience with cutting-edge capabilities. Through AR, it delivers the best of both worlds — comprehensive field service management and a smoother, more positive customer experience.

With the ability to connect with a claims adjuster easily, remotely and immediately, CareAR gives customers the power to tap into expertise everywhere. It gives claims adjusters a window into a policyholder's real-time accident experience as if they were there in person.

With visual AR assistance and support, claims adjusters can survey damage immediately after it happens, capturing critical details on live video and saving images or recordings into a pre-existing workflow or the CareAR secure cloud.

65%

of consumers who adopted digital claims processing during the pandemic plan to continue using it.

Use Cases

Real-time claims resolutions

Claims adjusters virtually connect with customers through their mobile device live at the scene.

Live visual claims record

Claims adjusters can capture content for review at any time during a customer claim.

Automated content capture

CareAR integrates with ServiceNow and automatically saves sessions into the claims management system.

Benefits

Provide a better customer experience

Speed, simplicity and ease of use boost customer retention.

Reduce field dispatches

Remote access allows claims adjusters to handle more claims in less time, providing time and cost savings.

The CareAR Product Suite

CareAR® Assist

Instantly connect your field workers with remote expertise, enabling real-time visual collaboration.

See

View the service situation remotely from any location

Solve

Visually guide and collaborate for effective problem resolution

Save

Capture and share content in systems and with teams

AR Remote Assistance Tools to Make Anyone an Instant Expert

- Data Capture & Recording
- Analytics
- AR Annotations
- Screen Share
- SSO Support & Encryption
- ServiceNow, Salesforce Integrations, and more. . .

CareAR® Instruct

Enhance the field service experience with step-by-step, interactive work instructions.

Guide

Self-solve with step-by-step digtal work instructions

Detect

Object detection with AI computer vision and machine learning

Verify

Visually verify step completion with state detection

AI, 3D, and AR Tools to Uplevel Your Instructional and Training Experience

- Complex Workflows
- 2D and 3D Content
- AI Computer Vision
- Intelligent Search
- Forms
- Integration to Ticketing Systems
- Analytics

CareAR® Experience Builder

Create your own step-by-step instructions including AI visual verification, natural language search, and 3D content. No-code required.

Create

Design pages with AR and AI tools and build workflows

Preview

Preview instructions in mobile, tablet, and desktop

Publish

Generate QR code and link to share with systems and teams

Enable Anyone to Create Advanced Digital Work Instructions

- Create custom workflows
- Generative AI
- Design visual verification experiences with machine learning
- Starter templates
- Analytics
- Diverse array of modules

Visually Resolve Issues Remotely With Enterprise Augmented Reality

Get Free Trial

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