CareAR™
A Xerox Company

CASE STUDY

Make-On-Demand Book Printing

Our customer is the largest make-on-demand (MOD) book printer globally. With 8 sites in the US and 2 in EMEA, keeping the machinery operating within specifications is the key to meeting production and quality goals.

The Challenges

Machine maintenance costs using OEM technicians are $1,500/Hr plus ~$10,000 in travel and related expenses

Lost technical know-how due to high attrition rates among engineering maintenance employees

Increasing equipment downtime and scrap impacting margins, on-time delivery, and customer satisfaction

This high customer satisfaction-focused company understood that training, employee enablement, and the ability to leverage SMEs across locations were key to meeting units per hour production targets, reducing scrap, and capturing know-how. The company deployed CareAR Assist™ in two MOD sites allowing a single SME in a third location to assist in baselining machine specifications across multiple shifts.

Benefits at a Glance
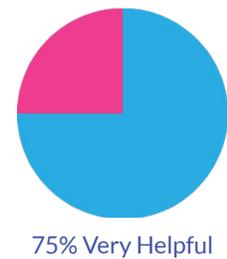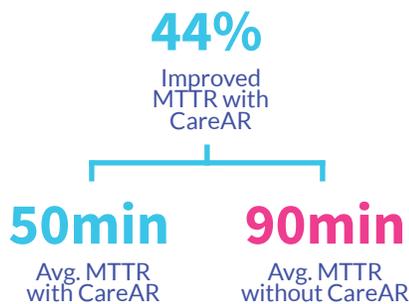
Faster Resolution Time and Reduced Scrap

- Overall mean time to repair (MTTR) improved 44% on average with a SME using CareAR to facilitate diagnosis and resolution

- CareAR was key to reducing scrap by 80%, and improving units per hour by 20%

Diagnostic Capability

- 100% of scenarios with the use of CareAR were diagnosed and resolved

- 40% of scenarios without the use of CareAR were diagnosed and resolved

- 60% of scenarios without the use of CareAR went undiagnosed and unresolved

Remote Know-How Sharing

75% of apprentice-level engineering technicians said CareAR Assist was very helpful in helping them resolve issues where

44%
Improved MTTR with CareAR

50min
Avg. MTTR with CareAR

90min
Avg. MTTR without CareAR

100% Diagnosed/Resolved with CareAR

40% Diagnosed/Resolved without CareAR

75% Very Helpful

About CareAR

CareAR, a Xerox company, is the Service Experience Management (SXM) leader. We make expertise accessible instantly for users through remote, live visual augmented reality (AR) and AI interactions, instructions and insights as part of a seamless digital workflow experience. CareAR sets the benchmark for the SXM category by bridging skills gaps, accelerating knowledge transfers, providing greater operational efficiencies, and enhancing customer outcomes and safety. Learn more at CareAR.com.

Ready to change the way you do work with augmented reality?

Schedule a demo at **CareAR.com/demo**

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