CareAR™
A Xerox Company

slide out data tray 2

remove LAN cable 1

CASE STUDY

CareAR Enables CES Technicians to Complete Complex Tasks on a Variety of Equipment

CES showed improved first-time resolution rates, mean time to repair, and equipment uptime by enabling both entry level and tenured technicians to complete complex tasks.

The Challenge

Customer Engineering Services (CES) is an authorized service provider of remote support for photo printing and various technology-based equipment located in a multitude of retail locations in urban, suburban, and rural locations across the US and Puerto Rico. Travel time to these locations varies, but getting a technician to a site often takes hours or even days. Every minute of equipment downtime is lost revenue for the customers CES supports.

CES has a long-standing and strong partnership with the customers it supports and is committed to optimizing its maintenance services, reducing costs, and introducing innovative technologies to achieve these outcomes. To meet these commitments CES needed to scale its workforce by leveraging its Subject Matter Experts to enable entry-level technicians to complete tasks well beyond their level of experience and know-how. CES also wanted the ability to provide enhanced support on more complex repairs with tenured technicians, to avoid having to dispatch, at the last-minute, a level-three specialist to the site.

> We needed a way to leverage the knowledge of our SME's and senior technicians to enable new technicians to complete complex repairs using AR remote support. Our goal was to prevent multiple dispatches, reduce equipment downtime, and improve our services."
>
> **Scott E. Johnson**,
> CEO,
> Customer Engineering Services

The Solution

After experiencing the CareAR augmented reality training and remote support functionality, CES executives and CareAR aligned on a set of use cases to validate the value CareAR might deliver. CareAR® Assist provided AR visual support enabling the CES service management teams to deliver real-time SME visual AR assistance and guidance to CES technicians. CES remote agents and experts were able to virtually see issues on the device, evaluate the situation, and subsequently provide visual guidance, text, arrows, and audio to technicians in the field.

CES experts use CareAR Assist to confirm if a complex repair is necessary. Before CareAR, they validated the need verbally, which was time-consuming and less accurate. With CareAR, onsite technicians can facilitate an inspection in collaboration with the SME via a CareAR Assist AR visual support session. This process accelerates validation and results in a more precise diagnosis, freeing up time for other duties.

CareAR Assist has an end-to-end ticketing system that captures images and videos during service sessions. These are securely saved in the customer-owned cloud and added to the knowledge database for service analytics, helping optimize service delivery and knowledge transfer.

CES Results Working with CareAR

CareAR's live, remote, HD-powered video sessions helped the CES support team achieve an 84% issue resolution rate. With this technology, the support team could see and understand exactly what the customers were experiencing and provide guidance using CareAR Assist. When asked about their experience using CareAR, 70% of technicians reported positive feedback. During CareAR Assist sessions, onsite technicians reported learning new skills from subject matter experts 73% of the time, showcasing the platform's capabilities to upskill workers.

84%
Issue Resolution Rate

by using CareAR's live, remote HD-powered video sessions.

"We service production equipment and customer-facing kiosks in thousands of retail locations that require high uptime. We wanted to enable our technicians to diagnose and resolve issues the first time, whenever possible. With CareAR we are now able to capture and use senior technician know-how to enable our entry-level technicians to troubleshoot and execute repairs with CareAR's Assist solution from anywhere. We proved for ourselves working with the CareAR POV services team that deploying CareAR can improve first-time repair rates and enable our technicians to do an even better job for the customers we support. The POV experience with CareAR truly helped us make an informed business decision."

Scott E. Johnson
CEO, Customer Engineering Services

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 and AI-driven 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**

Web: https://carear.com
Email: info@carear.com

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