

CASE STUDY

Green Office Partner

Green Office Partner provides managed print services, digital transformation, robotic process automation, and document management consulting for client sites across North America. They are a top-tier Xerox partner providing printer fleet management solutions.



The Challenge

Green Office Partner is a continuous improvement company seeking to drive cost savings and enhance customer outcomes for its customers. When company leaders were introduced to CareAR's SXM (Service Experience Management) platform, they immediately recognized the impact that this AI, ML, and AR technology could bring to their customers.

Green Office Partner wanted to reduce service calls to the service desk by enabling their customers to resolve simple issues by scanning a QR code and providing immediate instructions on their mobile phones. By enhancing customer capabilities to self-solve, Green Office Partner wanted customers to have a better customer and improved printer utilization at a reduced cost.

Green Office Partner is reducing the number of calls to service agents by assisting customers to self-solve most standard issues reducing our service costs while improving key printer uptime performance metrics.

The Solution



Green Office Partner decided to test CareAR with a selected premier customer, a healthcare provider organization with hundreds of clinics with nearly 2,000 Xerox printers deployed across a broad geography. Using CareAR's SXM Platform Green Office Partner estimated that it could save this customer alone over \$700K annually in printer downtime with additional qualitative impacts on customer and employee satisfaction.

Using CareAR, Green Office Partner can deliver real-time visual support to customers, but the greatest advantage is enabling our customers to self-solve printer issues by supplying guided troubleshooting and instructions using a QR code placed right on the printer allowing the customer to scan the code and receive immediate directions on how to solve the problem.

With positive results from this initial deployment, Green Office Partner is looking for innovative ways to improve customer education using CareAR Instruct and has developed a business case for using CareAR SXM to reduce the lost time in meetings associated with conference room technology troubleshooting that is costing their customer millions of dollars annually in lost time and inefficiencies.

Results with CareAR

“CareAR is helping Green Office Partner reduce printer downtime directly impacting our customer’s clinical operations and enhancing patient satisfaction. Green Office Partner is reducing the number of calls to service agents by assisting customers to self-solve most standard issues reducing our service costs while improving key printer uptime performance metrics. Finally, as our name indicates, “Green Office Partner”, we are all about achieving key sustainability goals for ourselves and our customers. With each avoided dispatch of a technician, we are reducing the carbon footprint.”



“We are constantly looking for innovative ways to differentiate our services and to add value for our customers. We realized that we could save our customers millions of dollars in recovered downtime not only in print fleet management costs but in other areas of our customers’ businesses such as conference room technology utilization.”

Chris Gallagher,
Co-founder, Green Office Partner

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](https://carear.com).

About Green Office Partner

Green Office Partner was founded in 2012 by Todd and Chris Gallagher and named to the Inc. 5000 “Fastest Growing Private Companies in America”, Green Office Partner, headquartered in Chicago, with satellite offices in Los Angeles and Kansas City, is a national boutique provider of Managed Print Services, Intelligent Process Automation, and Document Management Consulting. We specialize in multi-location, enterprise environments, for national and regional organizations, offering a single platform and point of contact to manage all our clients’ document workflow needs. Learn more at: <https://www.greenofficepartner.com>

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