CareAR™
A Xerox Company

SOLUTION BRIEF

Augmented Reality for Manufacturing

Digital. Flexible. Green.

Ensuring production uptime and supporting products in the field with a workforce that must deal with increasingly complex issues are challenging manufacturers like never before. Downtime felt throughout the supply chain and beyond impacts brand perception as well as bottom-line results. Just one hour of downtime can cost $300,000 to $5 million depending on company size. Similarly, almost 21% of wasted time for maintenance workers is a result of traveling to different areas in a factory, with an additional 20% as a result of waiting for instructions.

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With the need for efficiency, safety, and sustainability at an all-time high, how can manufacturers embrace digital transformation and create supply chain resilience while increasing speed to market?

Meet CareAR

CareAR is a Service Experience Management platform that allows manufacturers to reimagine their equipment repair, maintenance and support experience with AR-powered live visual guidance and instructions tailored for each interaction.

On-site technicians are guided by visual prompts while receiving remote, real-time assistance and guidance from off-site experts from their mobile devices, tablet, or smart glasses.

Field service technicians looking to fill a gap in knowledge, or a customer service rep sending a customer instructions to assemble a device after unboxing can leverage personalized AR-based self-guided instructional sessions.

2D and 3D content with interactive guides increases a user's level of knowledge and enables self-solve and self-service experiences. Visual state detection powered by AI ensures each step is performed properly and consistently allowing for highly accurate outcomes.

Use Cases

Production Operations

Use product tours with 3D or 2D visuals and step by step instructions for self-solve and self-service experiences. Get remote, real-time visual assistance and guidance if needed.

OEM Product Support

Leverage state detection as validated work during customer driven self-guided experiences. Utilize visual remote support for initial set-up, proper use, maintenance, and troubleshooting.

Heavy and Complex Machine Service

Use self-solve visual instructions to drive worker confidence and job satisfaction. Employ visual remote support from off-site experts for troubleshooting and repair.

Benefits

Improve First Time Fix Rates

Visual expert guidance minimizes same issue return dispatch and improves resolution times.

Improve Uptime

Decrease equipment downtime through self-guided troubleshooting, maintenance, and repair experiences.

Maximize Productivity

Upskill junior technicians by connecting them with experts remotely and minimizing travel.

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

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