

SOLUTION BRIEF

Driving Service Experience Transformation for Government



Service Challenges in Government

Government departments and agencies are constantly needing to provide efficient IT services and support for inspection, repair, and maintenance. And it can often be a struggle to do so due to reduced staffing or a shortage of experienced technicians.

Keeping field technicians' skills up to date and capturing institutional knowledge from retiring technicians can also be a challenge. So, too, can a lack of collaboration between government employees and contractors dispatched to resolve issues at multiple locations.

Ultimately, these challenges result in long resolution times, costly dispatches, more equipment downtime, and increasing support costs. How can state, local, and the federal governments leverage technology to transform their service experience and deliver a better, more satisfying customer and employee experience?

Remote Visual AR Assist and Self-Solve Service Experiences

CareAR is an AI-powered augmented reality (AR) visual support platform that allows government departments and agencies to digitally transform their support experience with live visual assistance and immersive guidance. With CareAR, service technicians are guided by visual prompts while receiving remote, real-time guidance from off-site experts.

CareAR AR solutions work to reduce equipment downtime by helping service technicians more quickly resolve repair issues with contextually guided remote assist and empowering customers with self-solve service experiences.

Training for less experienced staff is enabled with immersive CareAR step-by-step guidance. Computer vision-powered contextual direction with state detection automatically verifies actions for quality control, supporting efficient maintenance procedures and training.

Use Cases

- IT services
- Operations remote support from anywhere in the world, to anywhere in the world
- Collaboration with government contractors
- Inspections of assets, building, and systems
- Touchless customer service and remote assist
- Technician training

Benefits

- More effective government model and less expertise need in-office or off-shore with faster, more efficient support
- Ability to service a greater area and multiple locations with fewer resources
- Digital-era collaboration with higher customer interaction that can result in a 70% improvement in cost savings
- Increased reach to remote locations, operating expense savings and real estate

How it Works

CareAR® Instruct - Boosts self-solve and self-learning for frontline employees with step-by-step augmented reality graphical guidance. Hotspot focus engages users with contextual graphical guidance overlaid on actual objects within each user's smartphone or wearable device field of view.



Detect

3D computer vision
object detection
focuses attention



Guide

Step-by-Step AR self
guidance enhances
comprehension



Verify

State Detection auto
adjusts steps based
on motion

CareAR® Assist - Engage service technicians and customers with annotated augmented reality visual instruction from "see what I see" remote experts. Diagnose, direct and resolve by making experts immediately accessible to speed issue resolution.



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

Technical Requirements

mobile	iOS 11 or later (includes ARKit) Android 9.0 or later (includes ARCore)
desktop	Windows and Mac
smart glasses	Android 8 or later (includes Google Glass, RealWear, Lenovo)
network	Automatic video adaptation dynamically adjusts for bandwidth variation

Instruct Features

Step-By-Step Graphical Guidance

Engaging AR graphical guidance is contextually overlaid with animated motion on target equipment within each user's device field of view.

Create and Capture Content

Save images and video recording from live service sessions and store in the cloud for collaboration.

Content Enhanced

Additional 2D, video and MagicLens visualization can supplement each hotspot to enable users to self-customize for their learning style.

Assist Features

Anchored Annotations

Remote experts can guide with visual graphics that remain anchored to the intended location in real-time.

Engagement Agility

App or browser-based augmented reality remote assistance with SMS, email or join by code invite options.

Multi-User Support

Simultaneous Assist session participants without a limit ability for any concurrent Assist user to stream and annotate based on a host request permission.

Start Visually Resolving Issues Remotely With Enterprise Augmented Reality

Schedule a demo at: [CareAR.com/demo](https://carear.com/demo)