CAREAR™
A Xerox Company

CASE STUDY

CareAR improves training engagement and outcomes for a Multinational Technology Conglomerate

In post-training surveys, **100% of trainees** have reported that incorporating CareAR tools makes the course content easier to understand, retain, and apply in their fieldwork.

The Challenge

In response to COVID-19 safety concerns and cost-saving priorities, technical training and learning that was once conducted in-person and on-site has transitioned to remote, virtual platforms. While remote training is an effective way to cut costs and ensure safety, it often results in decreased engagement among trainees during virtual training sessions. This can ultimately lead to lower certification exam pass rates and decreased success for first-time equipment installations or fix rates. Training teams now face the challenge of providing innovative technical training methods beyond slide presentations to drive engagement and deliver content as effectively as they would onsite. It is crucial to find ways to keep trainees engaged and motivated during remote training sessions to ensure the success of training programs.

The Solution

A multinational technology conglomerate is leveraging the power of CareAR® Assist, an Augmented Reality (AR) platform, to augment their learning and technical training programs. The platform offers an immersive training experience through real-time AR equipment tours and interactive question and answer sessions.

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CareAR Assist, an AR-based visual support platform, enables remote teams anywhere to provide real-time visual AR assistance and guidance to learners, customers, and field service teams. Expert remote instructors can virtually share real-time, deep-dive visuals of equipment and training tools and then guide learners using AR tools via desktop computers, mobile devices, and smart glasses as if they were there in person.

CareAR Assist offers complete integration that enables users to instantly capture images and videos during a training session, creating automatically saved content in the secure CareAR cloud. This enhances future knowledge transfer and the development of Point of Need knowledgebase resources for their teams.

Working with CareAR

With CareAR Assist, training instructors provide tours through hardware and walk learners step by step through procedures with an inside view of complex hardware. Instructors use live, remote, HD-powered video sessions to deliver this to trainees. During these collaborative sessions, instructors use enterprise-grade annotation tools built into the CareAR Assist app to pinpoint even the most minor details. The ability to provide visual context enables instructors to provide additional context that engages trainees. Remote mentoring better prepares trainees for certification exams.

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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**