

Solution Brief

# Augmented Reality Visual Support for ServiceNow®

hydraulic line

actuators

## Remote Support Challenge

Organizations today require new ways to improve their remote work and support capabilities while maintaining productivity, effectiveness, and safety. Service delays can cause frustration for remote agents or field technicians who face skills gaps, lack of necessary tools, or unforeseen situations while trying to resolve issues in a timely manner. Service teams attempt to assess, diagnose, and resolve incidents remotely with limited situational analysis or context. This often results in a poor customer experience, negatively impacting resolution times, operating costs, uptime, resource productivity, and customer loyalty.

While enterprises have made significant strides in addressing these challenges, consumer apps are not effective for solving complicated problems. Furthermore, enterprises need solutions that can scale, facilitate collaboration, and integrate seamlessly into their service workflows.

## CareAR Solution

CareAR for ServiceNow is a state-of-the-art Service Experience Management (SXM) platform that transforms support experiences using AR and AI. Seamlessly integrated with the Now Platform® and workflows, CareAR offers teams remote guided and self-guided capabilities with ServiceNow® Customer Service Management, Field Service Management, and IT Service Management, all part of a streamlined user experience.

CareAR Instruct provides visual step-by-step instructions for users to self-solve issues using AR and 3D content, supported by AI-powered visual verification. With CareAR Instruct, users can resolve complex repair procedures with confidence and efficiency, avoiding costly dispatches or product returns.

CareAR Assist is ideal for service management teams looking to deliver visual assistance, guidance, and compliance to on-

## Use Cases



### Field Services

Empower technicians with knowledge and support



### Customer Service

Resolve customer issues rapidly and efficiently



### IT Service Management

Reduce downtime and increase productivity



### Knowledge

Share visually immerse content that is easily discoverable

site customers, field workers, and employees. Remote agents and experts can virtually see the situation and provide intuitive visual guidance using augmented reality tools via desktop, mobile, or smart glass devices. CareAR Assist boosts efficiency, reduces costs, and provides unparalleled support to customers and field workers.

CareAR is a certified ServiceNow strategic application partner and available in the ServiceNow Store. CareAR for ServiceNow is a unique and highly innovative solution bringing together ServiceNow's industry leadership of service management and digital workflow capabilities seamlessly integrated with CareAR's enterprise-grade advanced AR platform and tools built for service management teams.

## Results

CareAR for ServiceNow offers an augmented reality platform that revolutionizes the way organizations handle support cases. With CareAR, you can address common support scenarios with immersive visual instructions that help deflect calls into the support center and empower customers to self-solve. When support is needed, remote guided assistance allows experts to quickly see and solve the problem, reducing downtime and boosting customer satisfaction. And if an onsite dispatch is necessary, field technicians can rely on CareAR's work instructions and easy access to remote assistance to get the job done right.

CareAR for ServiceNow is a comprehensive solution that transforms your service experience and elevates performance across your entire service organization.

## How it Works



### 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

## Features

- Real-time HD video and audio collaboration
- Enterprise grade AR toolset
- 3D spatial mapping
- Photo capture
- Video recording
- Self-Solve and digital work instructions
- AI visual verification
- Search and discover existing content
- No-code content creation
- Instant knowledge sharing

## Technical Requirements

mobile	iOS 12 or later (requires ARKit) Android 11 or later (requires ARCore)
desktop	Windows and macOS (intel)
smart glasses	RealWear HMT-1, RealWear Navigator 500, Lenovo ThinkReality A3
network	500 kbps and higher
data encryption	AES 256-bit

## Benefits

### Faster Time to Resolution

Gain instant visual context - spend valuable time solving the actual problem versus assessing the situation.

### Higher First Time Fix Rates

Provide step by step guidance using visual collaboration with AR annotation and 3D objects for more effective and accurate resolution.

### Knowledge Transfer

Reduce your skills gap and make experts accessible to more junior field resources, contractors or customers.

### Reduce Service Costs

With visual collaboration, decrease downtime of systems, eliminate need to send trucks, see what your agent, tech, or customer sees in real time.

### Customer Experience

Elevate your customer's experience and NPS through unmatched quality, service, and capabilities with the highest human interactions.

**Visually Resolve  
Issues Remotely  
Using Enterprise  
Augmented Reality**

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