

CASE STUDY

CareAR Reduces Data Center Downtime by Enabling Instant Remote Support to Drive Efficiency and Reduce Carbon Emissions

The Challenge

A data center in Halifax, UK installed a new hyperconverged infrastructure to reduce the number of racks it deployed. One day, a blade server malfunctioned, setting off alarms. But exactly what wasn't working remained a mystery to the London based Xerox data center operations team. In the past, the team used phone calls and email to solve problems, leading to miscommunications and time delays. The downtime hurt the company's ability to provide service, which damaged revenue streams. "At this point, we needed a visual within the data center and we just couldn't go forward with the current issue," said Jonathon Weston, Operations Manager, UK and EU Data Centers, Xerox.

The Solution

The London team sent an engineer to the Halifax data center, three hours north, and they used CareAR® Assist's live video guidance to communicate via Google Glasses and iPad. First, the engineer used the wearables to show Weston and the other experts the front and back of the server rack, allowing them to see lights indicating fan malfunctions. Then he switched to the tablet, and the London team drew arrows and text annotations on the live video stream to indicate which fans failed. They also ordered replacements, and then explained how to remove the broken parts and install new ones. "We were enabled to talk the engineer through what components needed to be removed, allowing us to get parts shipped to the site, and then those parts to be replaced, and then pushing the server back into service," Weston said.

"CareAR® Assist gives us the ability to invite and connect with third-party suppliers, partners, and industry experts to help us resolve calls remotely. This avoids costly visits with the added benefit of helping us towards our sustainability goals. Every truck roll we prevent reduces our carbon emissions."

*Jonathon Weston,
Operations Manager, UK and EU Data Centers, Xerox*

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ABOUT ORGANIZATION

For more than 100 years, Xerox has redefined the workplace experience. Harnessing its leadership position in office and production print technology, the company expanded into software and services to sustainably power today's workforce. From the office to industrial environments, its differentiated business solutions are designed to make everyday work better for clients—no matter where that work is done. Today, Xerox scientists and engineers continue its legacy of innovation with disruptive technologies in digital transformation, augmented reality, robotic process automation, additive manufacturing, Industrial Internet of Things, and cleantech. Learn more at [xerox.com](https://www.xerox.com).

Results

CareAR Assist significantly reduced recovery time. “Having that visual representation and allowing us within the operations room to review the health of that rack enabled us to drill down to the individual components and find where that individual blade [was] that was a problem,” Weston said.

“A picture paints a thousand words. And in this case, you’ve turned that picture into a live video stream, then you add the power of annotation, both arrows, signals, and text, you’ve all of a sudden gotten a very immersive experience,” added Warren Birch, Infrastructure Architecture, Xerox. “The power of annotation to that live video stream just absolutely cuts down the confusion and the noise. It cuts through that ambiguity.”



“If you’ve got mission critical or customer satisfaction, you should be considering CareAR as a primary tool to resolve issues quickly.”

–Warren Birch,
Infrastructure Architecture, Xerox

Resolving problems remotely also helps the company cut costs and meet sustainability goals by reducing its carbon footprint.

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).

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