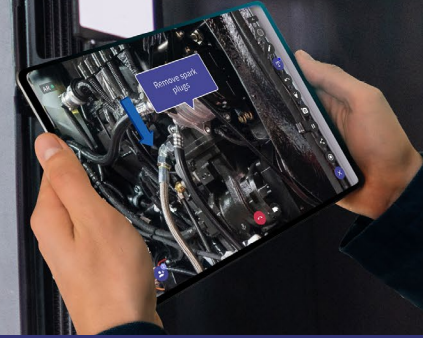


# Driving Service Experience Transformation in Automotive

CareAR delivers immersive augmented reality (AR) Service Experience Management (SXM) platform applications that sustainably drive game-changing operational efficiencies, improved customer outcomes, and unmatched experiences for service teams.



## CareAR for Automotive

CareAR is an AR visual support platform that allows automotive companies and dealerships to digitally transform their manufacturing, inspection, maintenance, and service with live visual assistance and immersive self-learning. With CareAR, assembly workers and service technicians are guided by visual prompts while receiving remote, real-time guidance from off-site experts.

Self-learning can help automotive technicians transition faster and more effectively to work on electric vehicles. Less experienced staff can train and reduce their time to proficiency with immersive CareAR AR step-by-step guidance. As technicians follow steps, computer vision-powered contextual direction with state detection automatically verifies actions for quality control, supporting more complex electrical systems and efficient maintenance procedure training.

CareAR AR solutions work to reduce equipment downtime and help service technicians more quickly resolve increasingly complex repair challenges with contextually guided remote assist and self-solve service experiences.

### Service Challenges

- Increasingly complex machines with a mobile-first consumer base
- Technical support often cumbersome for company and consumers
- Vehicle technicians needing constant training on new technology
- Long resolution times
- Ongoing labor shortages
- Equipment downtime

## The CareAR platform enables:

- Live visual assistance and guidance for remotely seeing and solving issues, anywhere
- Step-by-step operational instruction and work verification
- Customer self-help that reduces agent time and eliminates service calls
- Learning management; knowledge capture, and curation of knowledge data

## Business Outcomes

**50%**

reduction in dispatches

**63%**

reduction in service time

**82%**

first-time fix rate

**50%**

improvement in mean-time to repair

**85%**

increase in remote resolutions



equipment downtime

CareAR allows technicians to solve problems better, faster, cheaper. CareAR is driving the service experience transformation by bridging skills gaps, accelerating knowledge transfers, providing greater operational efficiencies, and enhancing customer outcomes and safety. CareAR has been recognized as a leader and top innovator in enterprise augmented reality in 2022 by ABI Research.

Learn more about CareAR: <https://CareAR.com>