

Driving Service Experience Transformation in Financial Services

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 Banking and Financial Services

CareAR utilizes AI combined with AR as a platform for using a myriad of hand-held and wearable devices to accelerate the digital transformation of financial institutions and to support immersive self-learning. With CareAR, service technicians are guided by visual prompts while receiving remote, real-time guidance from off-site experts.

CareAR AR solutions for the financial services industry work to reduce equipment downtime and help service technicians more quickly resolve repair issues with contextually guided remote assist and self-solve service experiences.

Self-learning to train less experienced staff is enabled with immersive CareAR AR step-by-step guidance. Computer vision-powered contextual direction with state detection automatically verifies action for quality control supporting efficient maintenance procedure training.

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

Service Challenges

- Technicians experienced in Data Center IT issues are in shorter supply
- Technicians can be booked out months in advance for ATM Repairs, POS Maintenance, Branch/Office IT Issues
- Training can be costly – remote employees are at a disadvantage
- Access to IT/Data Server premises is highly controlled, so offsite work is preferred
- Skills shortage, upskilling junior workforce
- Meeting ESG goals

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, and 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>