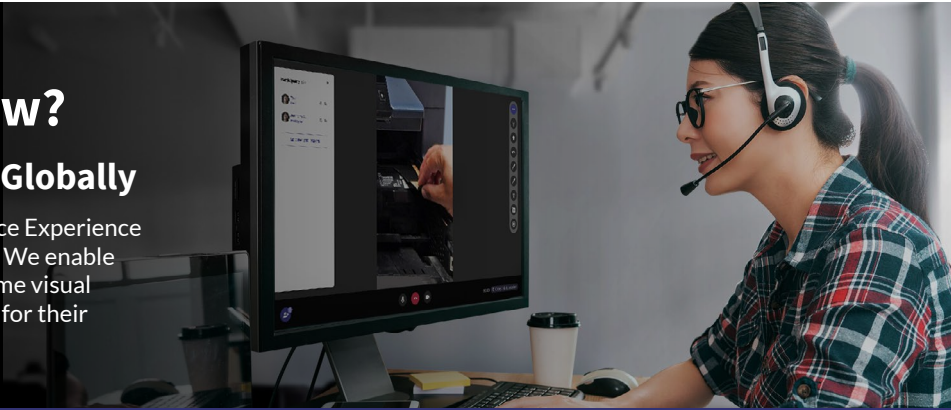


# Why CareAR® and Why Now?

## Reinventing the Service Experience Globally

CareAR is an AI/Augmented Reality (AR)-powered Service Experience Management (SXM) platform for the new world of work. We enable service management teams anywhere, to provide real-time visual AR- and AI-driven interactions, instructions and insights for their customers, field workers, and employees.



### Global Trusted Platform

CareAR Software-as-a-Service offering is trusted by some of the largest companies globally, including Xerox, ServiceNow, Lenovo, FedEx, Marriott, Nordstrom, Carasoft, HCL, Infosys and more.



### Large Scale Enterprise Deployments/Scalable Partner Ecosystem

CareAR solutions span across Field Service Management, Customer Service Management and IT Services Management with horizontal and vertical use cases

CareAR's open Application Programming Interface (API) makes it easy to integrate into any application, business process, or digital workflow

### CareAR Delivers Results

Average outcomes with CareAR use among commonly tracked metrics in select enterprises across varied industries are:

streamlined and reduced operating costs by up to 40%	<b>50%</b>	increase in dispatch deflections
<b>45-50%</b> reduction in mean-time to repair (MTTR)	<b>63%</b>	reduction in resolution times
<b>82%</b> increase in first-time fixes	<b>15%</b>	decrease in call duration
<b>85%</b> increase in remote resolutions	<b>40%</b>	increase in customer satisfaction (CSAT)

**CareAR Enables Environmental, Social and Governance (ESG) Commitments**

**269,000 kg**  
GHG emissions avoided and growing

### Why Now?

Solve for Today and Tomorrow's Challenges

Companies are looking to deflect costs, reduce field service visits, and increase Customer Experience (CX) while enabling ESG Commitments.

70% of customers are using self-service channels, but only 9% succeed  
-Gartner

51% of Field Service Teams now equally weight CSAT & Operational KPIs  
-Field Service News

Examples have shown 25% of the time (field) dispatch was not needed  
-TSIA

8 out of 10 technicians call a coworker when they get stuck, which can double an organization's field technician cost  
-Service Council

As of 2020, 88% of publicly traded companies, 79% of venture and private equity-backed companies, and 67% of privately-owned companies had ESG initiatives in place  
-Navex Global

76% of consumers say they will stop buying from companies that treat the environment, employees, or the community in which they operate poorly  
-PWC

53% of revenues of the 500 largest US companies and 49% of revenues of the 1,200 largest global companies come from business activities that support SDGs  
-S & P Global

### CareAR SXM Platform Features

#### CareAR® Assist

- Live visual interaction
- Desktop, mobile, smart glasses and drones
- ServiceNow integrated
- AR 3D spatial mapping
- Real-time anchored annotations
- App or web browser engagement
- Unlimited multi-party users

#### CareAR® Instruct

- Step-by-step AR self-guidance
- AI object and part detection
- State detection auto-adjusting guidance based upon motion
- 2D and video hot spot content enables personalized learning
- Natural language search reveals most impactful content
- Curated workflows

#### Experience Builder

##### Drag & Drop Visual:

create a 3D Instruct experience using a web-based palette

##### Create Immersive Engagement:

enable authors to define device focal points for users to personalize any Instruct experience

##### Guidance Flow View:

graphical decision tree map of steps for a real-time user experience perspective

### ABIresearch®



ABI Research has recognized CareAR™ in "Companies to know" from its 2022 Recognizing Market Leaders compilation. In the Enterprise Augmented Reality Platforms segment, CareAR was named a "Leader" and "Top Innovator."

### Schedule A Demo of CareAR!

<https://carear.com/demo>