

SOLUTION BRIEF

CareAR® for IT Services



Are you delivering efficient IT services?

There are many signs that IT services teams are struggling to meet the needs of your organizations. These include work backlogs, low employee feedback scores, decreasing productivity, and high level of escalations with urgent tasks.

There is a greater need for IT services to be more efficient and organizations cannot afford to ignore services that aren't delivering the desired experience. And, the expectation for high quality IT services continues to grow regardless of where employees work.

Over 80% of North American IT departments have a skills gap.

With scarce IT resources, how can organizations promote cost saving, operational efficiencies like improving TTR through self-solve, decreasing recurring issues, and minimizing inbound calls to IT support? How can they add value to personalized services like “white glove” support?

Meet CareAR

CareAR is an augmented reality visual support platform that allows IT professionals to reimagine their support and troubleshooting experience with live visual assistance and immersive self-learning. With CareAR, IT service technicians are guided by visual prompts while receiving remote, real-time guidance from off-site experts.

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

CareAR augmented reality solutions for the IT services industry 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.

Use Cases

IT Service Management

Visual troubleshooting for fast, first-call resolutions and fewer dispatches across enterprise IT.

Data Center Operations

Installation, support, security and troubleshooting with the ability to securely invite remote experts into a session with a full audit trail.

Remote Support and Training

Upskill and reskill less experienced technicians.

Self-Solve Guidance

Self-guided instructions for customers and field technicians while maintaining compliance with analytics from each session.

Benefits

Reduce Service Costs

Visual collaboration decreases downtime and reduces the number of dispatches.

A Better Customer Experience

Faster resolution times and higher first-time fix rates drive customer satisfaction.

Improve Knowledge Transfer and Training

Transfer knowledge and upskill less experienced technicians quickly.

How it Works

CareAR® Instruct - Boosts self-solve and self-learning for frontline employees with step-by-step augmented reality graphical guidance. Hotspot focus engages users with contextual graphical guidance overlaid on actual objects within each user's smartphone or wearable device field of view.



Detect

3D computer vision
object detection
focuses attention



Guide

Step-by-Step AR self
guidance enhances
comprehension



Verify

State Detection auto
adjusts steps based
on motion

CareAR® Assist - Engage service technicians and customers with annotated augmented reality visual instruction from "see what I see" remote experts. Diagnose, direct and resolve by making experts immediately accessible to speed issue resolution.



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

Technical Requirements

mobile	iOS 11 or later (includes ARKit) Android 9.0 or later (includes ARCore)
desktop	Windows and Mac
smart glasses	Android 8 or later (includes Google Glass, RealWear, Lenovo)
network	Automatic video adaptation dynamically adjusts for bandwidth variation

Instruct Features

■ Step-By-Step Graphical Guidance

Engaging AR graphical guidance is contextually overlaid with animated motion on target equipment within each user's device field of view.

■ Create and Capture Content

Save images and video recording from live service sessions and store in the cloud for collaboration.

■ Content Enhanced

Additional 2D, video and MagicLens visualization can supplement each hotspot to enable users to self-customize for their learning style.

Assist Features

■ Anchored Annotations

Remote experts can guide with visual graphics that remain anchored to the intended location in real-time.

■ Engagement Agility

App or browser-based augmented reality remote assistance with SMS, email or join by code invite options.

■ Multi-User Support

Simultaneous Assist session participants without a limit ability for any concurrent Assist user to stream and annotate based on a host request permission.

Start Visually Resolving Issues Remotely With Enterprise Augmented Reality

Schedule a demo at: [CareAR.com/demo](https://carear.com/demo)

Sources:

- <https://www.ciodive.com/news/it-skills-gap-global-knowledge/589432/>
- <https://insights.dice.com/2020/10/15/remote-it-how-can-cios-make-it-work/>