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.

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.

Over 80% of North American IT departments have a skills gap.
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 overlayed on actual objects within each user’s smartphone or wearable device field of view.

**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.

Instruct Features

- **Step-By-Step Graphical Guidance**
  Engaging AR graphical guidance is contextually overlayed 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.

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 |

Start Visually Resolving Issues Remotely With Enterprise Augmented Reality

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

Sources:

2. [https://insights.dice.com/2020/10/15/remote-it-how-can-cios-make-it-work/](https://insights.dice.com/2020/10/15/remote-it-how-can-cios-make-it-work/)