

SOLUTION BRIEF

CareAR™ for the Telecom Industry



Is network connectivity enough?

Set against a backdrop of fierce competition, regulatory scrutiny and increasing cyber risk, the disruption of COVID-19 inflamed a number of pre-pandemic challenges in telecom, such as legacy system limitations, surges in bandwidth and high customer churn rates.

For example, 51% of consumers cancel their contracts with their communications service provider (CSP) due to having to call more than once to resolve an issue.¹ Similarly, 37% cancel after waiting too long to have an issue resolved or after a negative experience.¹

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With expert technicians in short supply and the need for uninterrupted connectivity greater than ever, how can CSPs increase network resilience and reliability to deliver a better, more satisfying customer experience?

Meet CareAR™

CareAR is an AR visual support platform that allows CSPs to reimagine equipment repair, maintenance and installation experience with live visual guidance tailored for each interaction. With CareAR, telecom field technicians can receive remote visual support and guidance from more experienced off-site technicians on their mobile devices, tablets or smart glasses.

With the ability to connect with an expert technician easily, CareAR gives on-site workers the power to easily tap into expertise. Now skilled technicians have a window into the field service worker's real-time repair experience and can remotely visit more locations than ever before.

With visual AR assistance and support, technicians can survey maintenance and repair issues in real time, capturing critical details on live video to diagnose, direct and inform on parts required to reduce repeat dispatches.

Use Cases

Inspection, repair and maintenance

Visual troubleshooting for fast, first-call resolutions and fewer service dispatches.

Equipment installation

Get new equipment up and running quickly without delay or multiple in-person service calls.

Phone tower installation, repair and maintenance

Drone assistance provides additional content with context.

Benefits

Improve First Time Fix Rates

Solve more issues the first time to supercharge your customer service.

Reduce Service Costs

Decrease downtime and costly service truck dispatches.

Expand Service Coverage

Techs can remotely "visit" more locations for maintenance and repair.

Remote Support and Training

Upskill junior technicians by connecting them with experts remotely.

How it Works

CareAR advanced technologies provide a visual AR solution for remote troubleshooting – think of it as an extra pair of eyes that provides see-what-I-see support to improve uptime. Now experienced technicians can virtually survey equipment and annotate on-screen to indicate damage or problem areas. That translates to valuable time and cost savings.

In addition to a suite of augmented reality tools, technicians can now gain the critical situational context needed to solve problems remotely, reducing or even eliminating costly, unsafe service dispatches. With real-time HD video and audio collaboration, technicians can remotely provide full consultative support on the spot, improving field personnel productivity.



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, Realware, Vuzix)
network	500 kbps and higher N/A for offline mode



“Together with CareAR™, ServiceNow is delivering digital experiences that empower service teams to better solve problems remotely so work can be completed efficiently and safely.”

Michael Ramsey,
VP of Product Management,
ServiceNow

Features

- ServiceNow Certified**
 Integrated with ServiceNow's ITSM, FSM and CSM.
- Create and Capture Content**
 Save images and video recording from live service sessions and store in the cloud for collaboration.
- Enterprise Cloud Platform With Embeddable APIs**
 Built for scale on a global infrastructure for easy integration.
- Smart Analytics & Dashboarding**
 Visualize time-to-resolution and organize service calls by tags and locations.

Start Visually Resolving Issues Remotely With Enterprise Augmented Reality

Get your free trial at [CareAR.com/free-trial](https://carear.com/free-trial)

Sources:

1. [Telecoms Industry CEO Outlook, KPMG 2020](#)