

SOLUTION BRIEF

CareAR for Education

Cut Operating Costs With Remote Access

Colleges and universities are facing a higher demand for online education beyond what they've offered in the past. This requires adopting new technologies for both faculty and students, all while also balancing enrollment and cost pressures.

Enrollment at institutions of higher learning dropped 13% between 2011 and 2020. That's in addition to ballooning operating costs, declining state funding for public schools, and skyrocketing tuition.

As a result, schools are under more pressure than ever to operate more efficiently and adopt new business models and strategies. How can they cut costs, increase enrollment, update technologies for online learning, all while keeping facilities maintained?

74% of college and university professionals said in 2021 that "financial constraints" was the most significant challenge facing their schools.

The CareAR Solution

CareAR is an augmented reality (AR) visual support platform that enables students, university faculty, and other staff to receive remote, real-time assistance and guidance from offsite experts via their mobile device, tablet, or smart glasses.

With the ability to connect with a university help desk or remote learning technical support specialist easily, immediately, and remotely, CareAR gives students and staff the power to tap into expertise, so there is no interruption in learning. With visual AR assistance and support, college and university staff can survey maintenance and repair issues in real time, capturing critical details on live video and saving images or recordings into a pre-existing workflow or the CareAR secure cloud. This gives school IT and maintenance workers more clarity, greater confidence, and fewer delays to resolution for an enhanced service experience.

Use Cases

Facilities Management Support

Use AR guidance for site inspections and maintaining/repairing buildings.

IT Support

Remote in an expert to troubleshoot IT infrastructure, computer systems, and other learning systems; vendor management.

Education and Remote Learning

Virtual learning in non-traditional classroom settings, such as fieldwork, labs, theaters, and art studios.

Benefits

Reduce Service Costs

Get experts to solve issues the first time, remotely reducing service dispatches.

Training and Knowledge Transfer

Upskill students, faculty, and staff with visual support from a remote professional and customized instructions.

Maintain Safety and Compliance

Address public health concerns with remote training. With CareAR® Insight, prevent issues before they occur.

Increase Engagement

Use AR to improve student and faculty collaboration on projects.

How It Works

CareAR's technology provides a visual AR solution for facilities management support and more. Experienced facilities staff can use desktop computers, hand-held devices, wearables, and drones to virtually survey equipment, gain the critical situational context needed to solve problems remotely, annotate on screen to indicate troublesome areas, and provide remote, expert guidance. One person sends an invitation to join a session and an unlimited number of people can participate, live, via downloaded app or internet browser.

This suite of augmented reality tools also includes the CareAR® Instruct app. Increase content understanding and safety by using CareAR Instruct to describe processes and standard operating procedures for both faculty and students. Using state-of-the-art 3D object detection, part identification, and tracking, CareAR Instruct lets you deliver visually immersive, AR enhanced instructions and training for equipment and systems used in campus buildings.



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



“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 Integration**
Integrate and extend AR for ServiceNow digital workflows with field service and customer service management.
- **Create and Capture Content**
Save images and video recordings 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.

Technical Requirements

mobile	iOS 11 or later (requires ARKit) Android 10.0 or later (requires ARCore)
desktop	Windows and MacOS (intel)
smart glasses	Android 8 or later (includes Google Glass, Realware)
network	500 kbps and higher N/A for offline mode
data encryption	AES 256-bit

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. [Mark J. Drozdowski, Ed.D. "Higher Education in Crisis," article, Best Colleges, October 14, 2020. Higher Education in Crisis | BestColleges](#)
2. [Ashley Finley, "Campus Challenges and Strategic Priorities in a Time of Change: A National Survey of Campus Stakeholders," Association of American Colleges and Universities, page 8, 2021. Campus Challenges and Strategic Priorities in a Time of Change \(aacu.org\)](#)