# Safe harbor notice for forward-looking statements

This presentation may contain "forward-looking" statements that are based on our beliefs and assumptions and on information currently available to us only as of the date of this presentation. Forward-looking statements involve known and unknown risks, uncertainties, and other factors that may cause actual results to differ materially from those expected or implied by the forward-looking statements. Further information on these and other factors that could cause or contribute to such differences include, but are not limited to, those discussed in the section titled "Risk Factors," set forth in our most recent Annual Report on Form 10-K and Quarterly Report on Form 10-Q and in our other Securities and Exchange Commission filings. We cannot guarantee that we will achieve the plans, intentions, or expectations disclosed in our forward-looking statements, and you should not place undue reliance on our forward-looking statements. The information on new products, features, or functionality is intended to outline our general product direction and should not be relied upon in making a purchasing decision, is for informational purposes only, and shall not be incorporated into any contract, and is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. The development, release, and timing of any features or functionality described for our products remains at our sole discretion. We undertake no obligation, and do not intend, to update the forward-looking statements.

# Revolutionizing Field Service Learning

**Mark Oakley**
Global Learning & Development - Learning Innovation and Technologies Lead, Xerox

**xerox**™

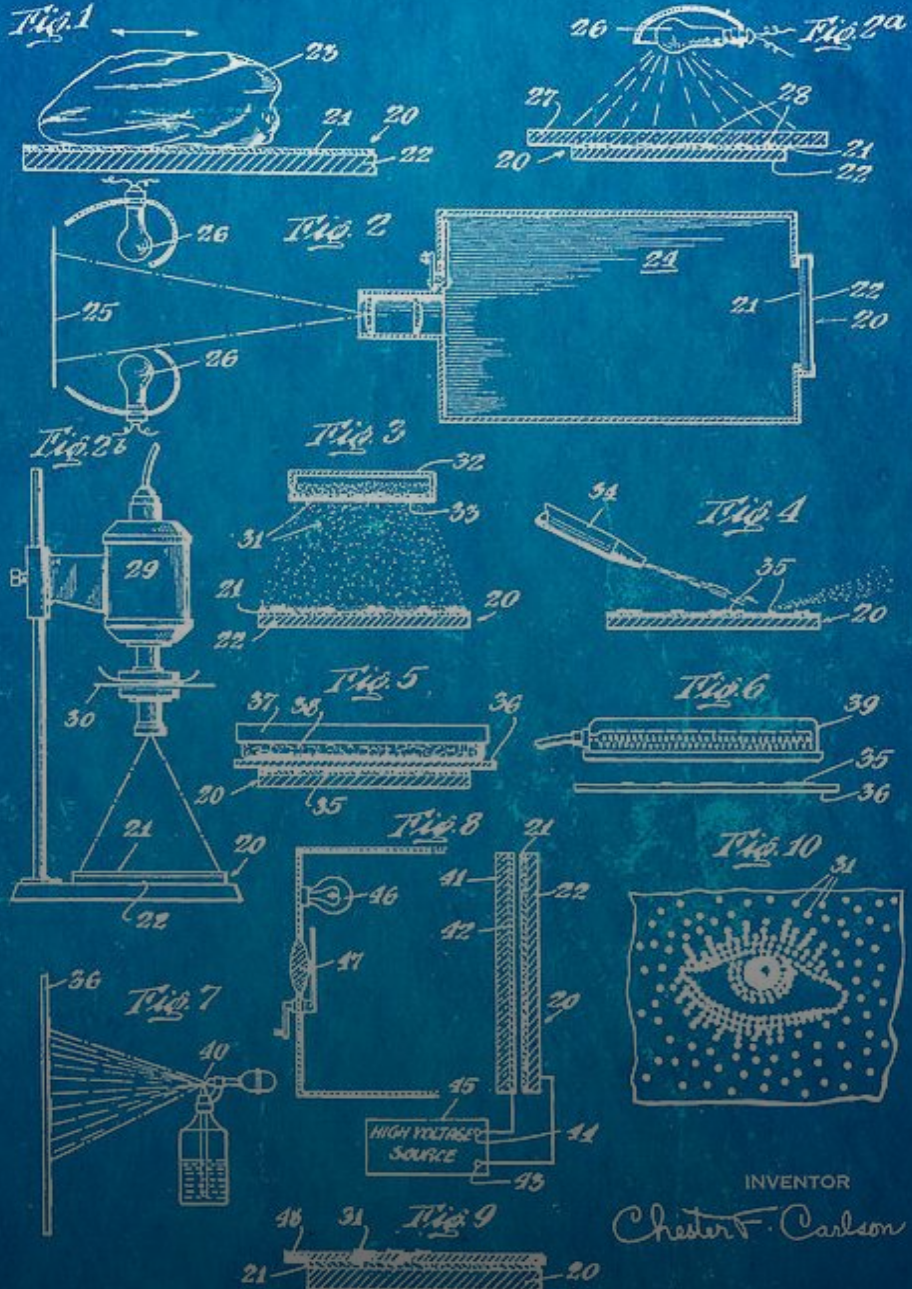**Craig Nelson**
Sr Director Professional Services, CareAR

**CareAR**™
A Xerox Company

Oct. 6, 1942. C. F. CARLSON 2,297,691
ELECTROPHOTOGRAPHY
Filed April 4, 1939

INVENTOR
Chester F. Carlson

xerox

80 Years of Experience

# Technical Field Service Representative Training

**Instructor Led Training**

**Virtual Classroom**

**E-learning**

**340K +** — Learning Completions in 2023

**~500K** — Learner Hours Completed

**6,000** — Field Service Technicians

**10,300** — Instructor Led Training, students trained 2023

**74%** — of students trained via Virtual Instruction

**150** — Learning Countries Supported

# Field Service Challenges

## Retiring Workforce & the Skills Gap

- 50% of the industry workforce will retire in the next 5-10 years

- Loss of experienced, tenured Field Service Technicians

## Field Service Performance Impacts

- Time to Resolution (OGM time)
- Parts Spend ($ / Kprints)
- Operating Systems, Tools & Processes Skills

## Field Service Learning Challenges

- Too formal
- Time consuming without additional value
- Forgettable content
- Ebbinghaus Effect: Knowledge loss / retention

Learning by doing, practical experiences

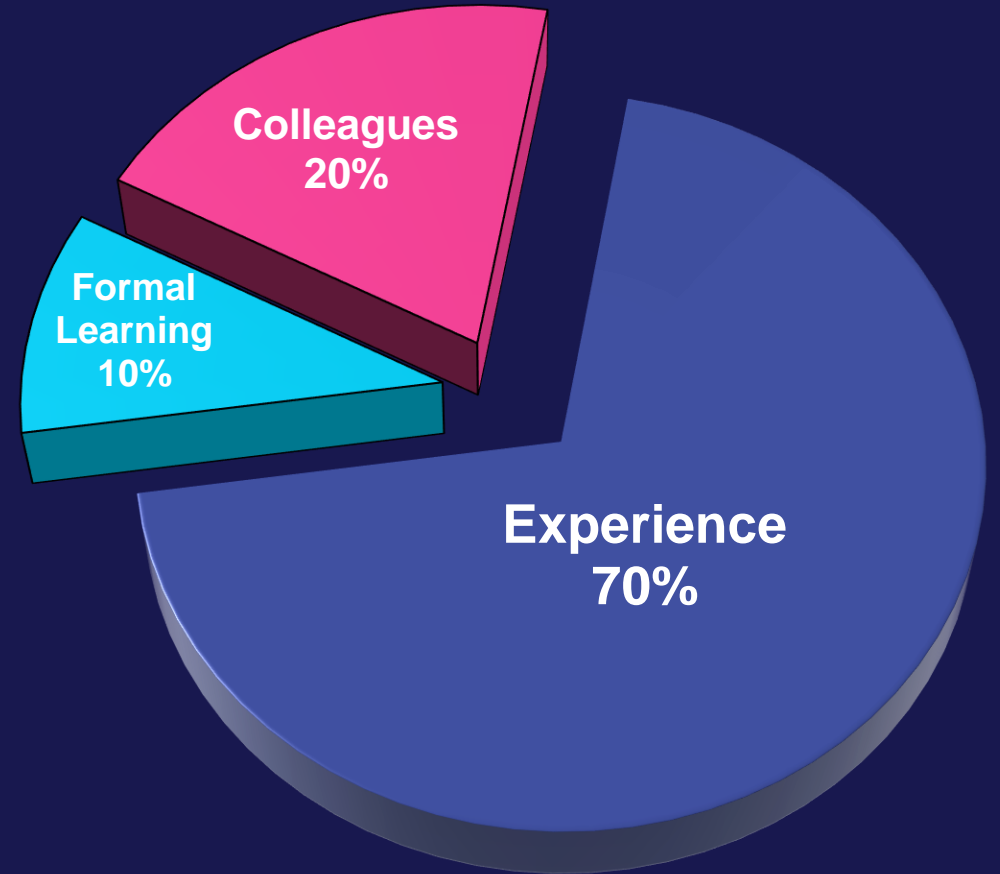Pandemic-accelerated remote instruction

Work based delivery, point-of-need

Principles of operation

Printer top problem sets

# Experiential Learning Modalities

## Xerox Learning Model

Colleagues
20%

Formal
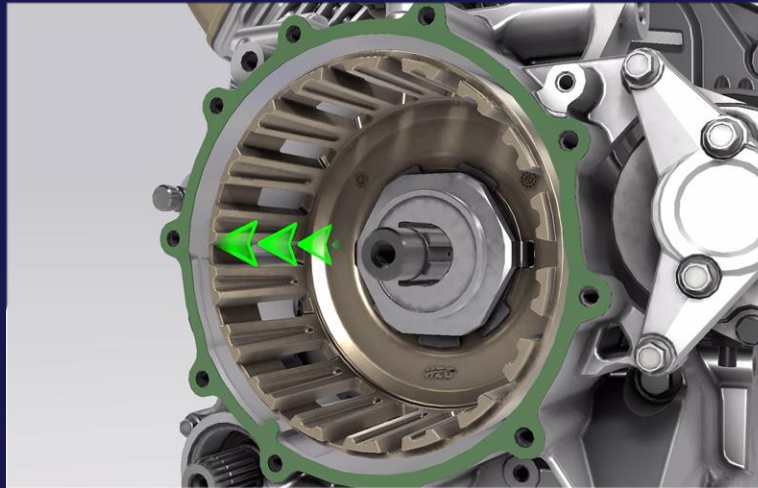Learning
10%

Experience
70%

# CareAR Platform

Making Expertise Accessible

## CareAR® Experience Builder



Easy Build Instructional Experiences

## CareAR® Instruct



Self-guided AR and AI-based Instructions

## CareAR® Assist



Live Visual AR Interactions
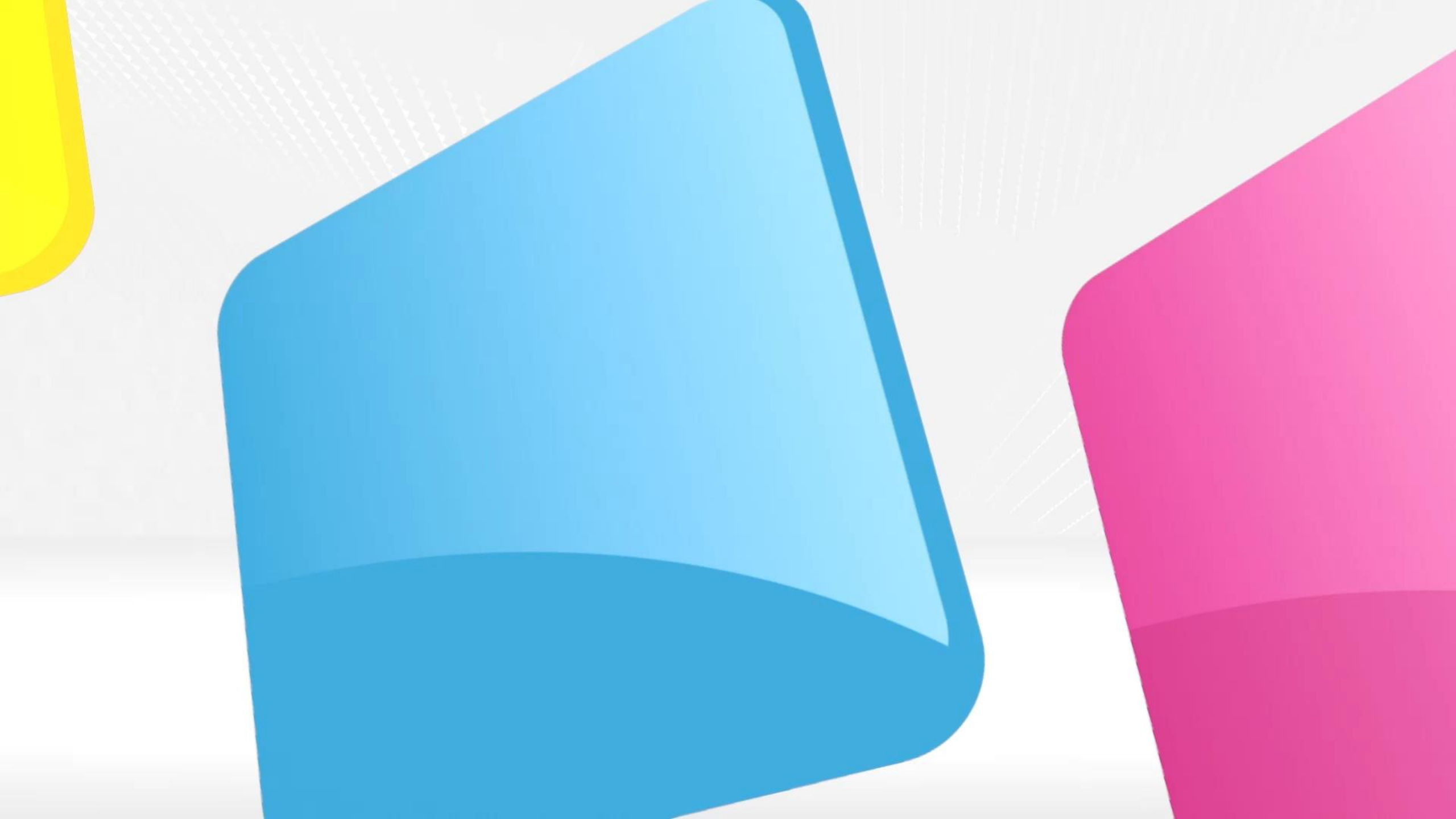
Content Authoring    AI / ML Services    3D Models

CAREAR™
A Xerox Company

API Integration    Security and Compliance    Admin, Analytics, and Management

# Revolutionizing Field Service Learning

Enhancing learning efficiency and achieving improved learning outcomes

**Technology-Led**

**Point of need resources hosted on CareAR Platform**

**Scalable with AI**

xerox

# Outcomes & Feedback

> Every new hire that touches a printer for any reason should take this e-learning.

> The 3D models were really helpful to learn how the fuser work.

> Understanding the theory behind fusing will help in evaluating Client issues with image quality related to transfer and fusing of the image.

> We need more refresher training like this for other components such as transfer belts, developers and drum cartridges.

- Reduced training duration from 15 to 5 days

- $1.7M reduction in total costs 2023

- High learner satisfaction: 91% either satisfied or very satisfied

- 'Demands' for more new learning programs, on-boarding Learning Paths
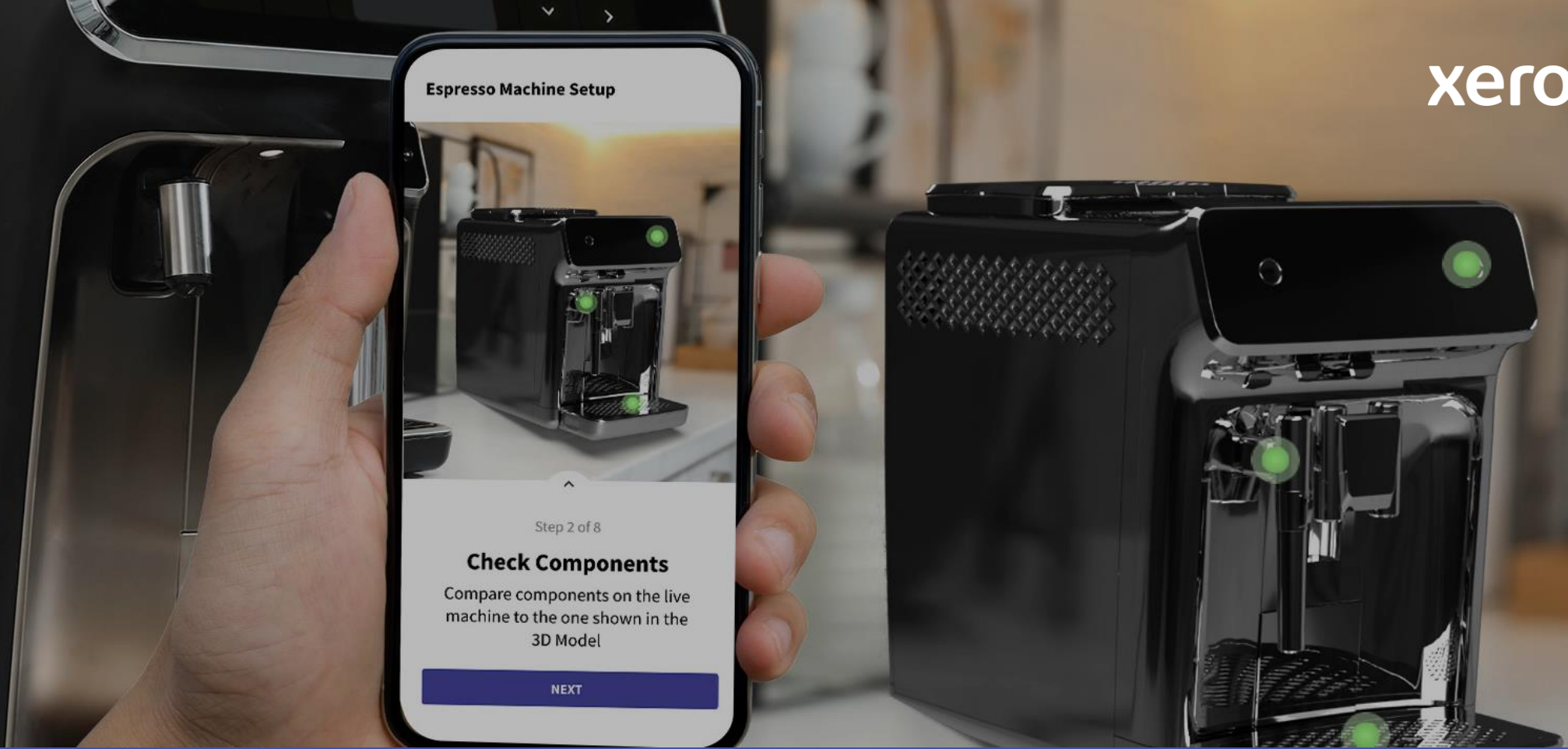
**To learn more:**
**stop by booth #108 for a demo**

# CLOSE