

CASE STUDY

D-Groupe selects CareAR® Assist for remote collaboration to optimize technical support operations and device installations.

D-Groupe improves the mean time to completion of hotline technical support for various machine device installations while extending use cases for training support.

The Challenge

D-Groupe is a logistics, value-added delivery, and repackaging provider. Drawing on its multidisciplinary expertise, D-Groupe has identified the need to optimize the management of its logistics operations. The group's innovative and critical mindset has enabled them to continuously improve their service delivery to meet customer needs and achieve success.

Through its partnership with the Xerox Supply Chain, D-Groupe Hotline technical support experts were presented with the CareAR augmented reality solution. The D-Groupe Hotline is essential in ensuring smooth technical interventions at customer sites. CareAR will provide remote assistance and supplement technician technical knowledge using augmented reality (AR). With CareAR remote support, SMEs of the D-Groupe Hotline aim to reduce their Mean Time To Completion and improve their First-Time Fix Rate.

94% of field technicians surveyed agreed that CareAR helped resolve the issue. The support hotline noted a reduction in Mean-Time-To-Completion from 50% to 70%.

The Solution

Hotline Technical Support

The D-Groupe hotline provides technical support for installation and setup of various machines throughout France. In cases where the issue requires remote visual assistance and guidance, the hotline enables a CareAR session for remote collaboration.

Since the first months of implementing CareAR® Assist, an impressive 94% of field technicians agreed that CareAR played a crucial role in resolving issues. Moreover, the hotline has observed a significant reduction in Mean Time to Completion, ranging from 50% to an astounding 70%. These remarkable outcomes demonstrate CareAR's effectiveness and efficiency while offering:

- streamlined communication
- fast and efficient resolution of issues remotely
- successful installations, the first time
- reduced machine downtime
- improved customer satisfaction

According to Nicolas Sicot, a D-Groupe Hotline technical expert, "CareAR reinforces the reliability of our service provision by validating in real time that an intervention has been carried out in accordance with our customers' standard procedures."

During a CareAR Assist session, Nicolas adds that “technicians have actively engaged in the resolution process thanks to visual guidance, which promotes learning and skills development while carrying out their duties.” A definite advantage for this technical expert.

Technical Training

The technical training department has extended the use of the CareAR solution. Jean-Luc Weber appreciates the AR annotation tools to resolve and assist technical problems

remotely with crews to avoid unnecessary dispatch. “The positive point of CareAR is the possibility to draw a line around particular parts of the device, screws, etc., with the AR annotations. The team sees precisely what I am talking about. This saves time and brings greater precision in my remote guidance; rather than getting lost in blind explanations.” Thanks to this functionality, Jean-Luc could complete an installation remotely without needing urgent on-site travel. “CareAR is a tool that allows us to be more reactive.”

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Nicolas Sicot, Technical Expert,
D-Groupe Hotline Services

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Jean-Luc Weber, Technical Training Leader,
D-Groupe

About CareAR

CareAR, A Xerox Company, is the Service Experience Management (SXM) leader. We make expertise accessible instantly for users through remote, live visual augmented reality and AI-driven interactions, instructions, and insights as part of a seamless digital workflow experience. CareAR sets the benchmark for the SXM category by bridging skills gaps, accelerating knowledge transfers, providing greater operational efficiencies, and enhancing customer outcomes and safety. Learn more at [CareAR.com](https://carear.com).

About D-Groupe

D-group prioritizes technology in optimizing technical services for all its customers while improving its integrated service capabilities. D-Groupe, <https://www.dgroupe.fr/>, has more than 25 years of experience in specialized value-added delivery. SAS D GROUPE today has three branches of activity that offer tailor-made and transversal services in the fields of logistics, delivery value-added, and repackaging.

Ready to change the way you do work with augmented reality?

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