

CASE STUDY

Soludoc leverages CareAR's AR and AI-powered remote assistance for ERT Technologies to optimize their operations

Powered by the CareAR platform, Soludoc, a Xerox dealer in France, initiates an AR pilot program to enable ERT Technologies to provide remote assistance to improve service efficiency, maintenance, and training.

The Challenge

Soludoc customer ERT Technologies wanted to remotely advise its stakeholders during fiber and internet box installation in private homes and sensitive locations without systematically needing to send a technician on-site to solve problems. ERT Technologies integrates science and technology solutions for Federal government organizations.

ERT Technologies aimed to improve its services by streamlining its operations through various optimization techniques. The team at ERT needed to:

- Reduce intervention times to ensure clients receive prompt and efficient assistance.
- Increase customer satisfaction by providing tailored, high-quality services that meet their unique needs.
- Minimize start-up incidents, which can be time-consuming and costly.
- Reducing travel and its environmental impact while maintaining the highest service delivery standards.

ERT required an augmented reality solution to help them deliver results on these initiatives to enhance customer satisfaction, improve efficiency, and reduce costs.

The Solution

CareAR augmented reality technology is transforming the ERT Technologies service delivery ecosystem and addressing essential sustainability and workforce challenges in numerous areas.

CareAR® Assist has enabled ERT to perform remote preventive and maintenance actions, reducing unnecessary technician visits. This has decreased the number of vehicles on the road, leading to a significant reduction in carbon emissions.

CareAR® Instruct enables support teams to enhance their capabilities using digital work instructions. Access to content in context provides remote solve and self-solve capabilities for both employees and end customers. This minimizes dispatches, reducing costs and positively affecting environmental impact.

CareAR® Experience Builder has enabled ERT Technologies to build digitized procedures leveraging the expertise of experienced employees. These instructional workflows empower inexperienced workers by providing them access to a comprehensive knowledge base created with CareAR.

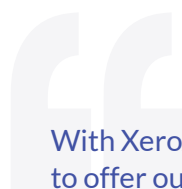
"With Xerox's CareAR, we will be able to offer our customers new services that enable them to accelerate their day-to-day digital transformation and improve their operating costs and carbon footprint"

Bruno Colotte,
Director of Information Systems,
ERT Technologies

Working with CareAR

By centralizing its support at the national level, ERT Technologies will be able to create expert teams capable of intervening throughout France thanks to augmented reality, reserving on-site interventions only for the most complex issues.

“CareAR’s presentations allowed us to see the potential of augmented reality daily to assist service providers in the field in situations that can sometimes be tricky,” adds Bruno Colotte, Director of Information Systems at ERT Technologies. “This pilot project will allow us to validate these opportunities and, potentially, transform how we support our service providers.”



With Xerox’s CareAR, we will be able to offer our customers new services that enable them to accelerate their day-to-day digital transformation and improve their operating costs and carbon footprint. This technology will allow us to meet the new needs of our customers, and we are proud of the trust that ERT Technologies has placed in us in implementing this project.”

Damien Laurent
President, Soludoc

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 Soludoc

Soludoc group has been a Xerox dealer in Eastern France since 2004, providing document solutions dedicated to digital transformation. Our software offers solutions from managing digital archives and the supply of multifunctional equipment for printing/scanning/faxing or copying to optimizing document production resources and their delegated management. We provide our customers with adapted services and technologies.

Our commitment is to support our customers in determining and implementing the optimal solution that will allow them to save money, that will be the most effective in their commitment to sustainable development, and that will give more agility and competitiveness through better management of document processes. <https://www.soludoc.pro/fr/>

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augmented reality?**