

Empowering Service Excellence: Xerox and CareAR's AI Journey Revealed



servicenow

KNOWLEDGE24

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Agenda

Introduction

Xerox, CareAR and ServiceNow

Keys to Success

Outcome and Results

Imminent Advances with AI

#1 Brand in Print for over 100 years



Multiple redundant systems: field and customer service



50%+ employees retirement eligible



Operational efficiencies: support cost pressure



ESG: Reduce Carbon Footprint



Enable digital transformation

xeroxTM

24,700

Employees in 160 countries

200K

Customers

10K

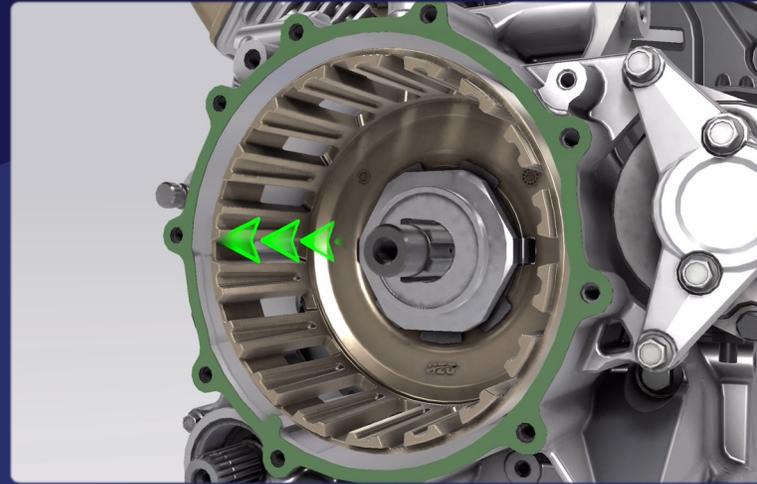
Partners

>8M

Assets in Field

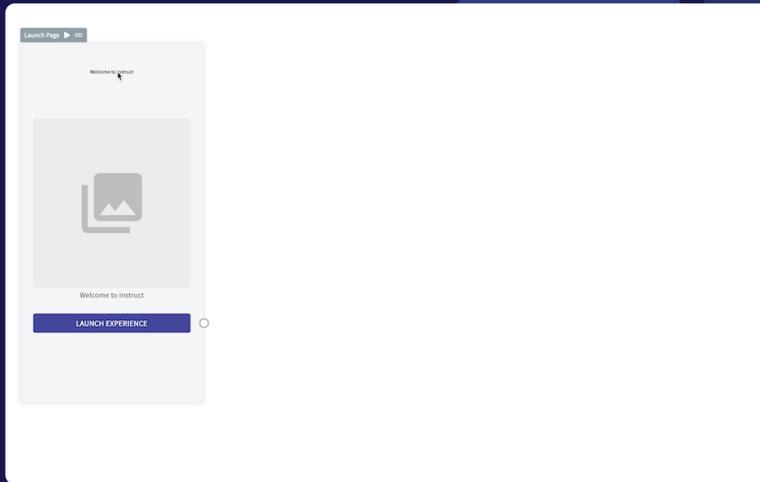
CareAR Platform

Extending ServiceNow with Remote Solve and Self-Solve



CareAR® Instruct

Self-guided AR and AI-based Instructions



CareAR® Experience Builder

Easy to Build Instructional Experiences



CareAR® Assist

Live Visual AR Interactions

Unveiling the Xerox, CareAR, and ServiceNow Journey



FSM in US



CareAR & AI integration



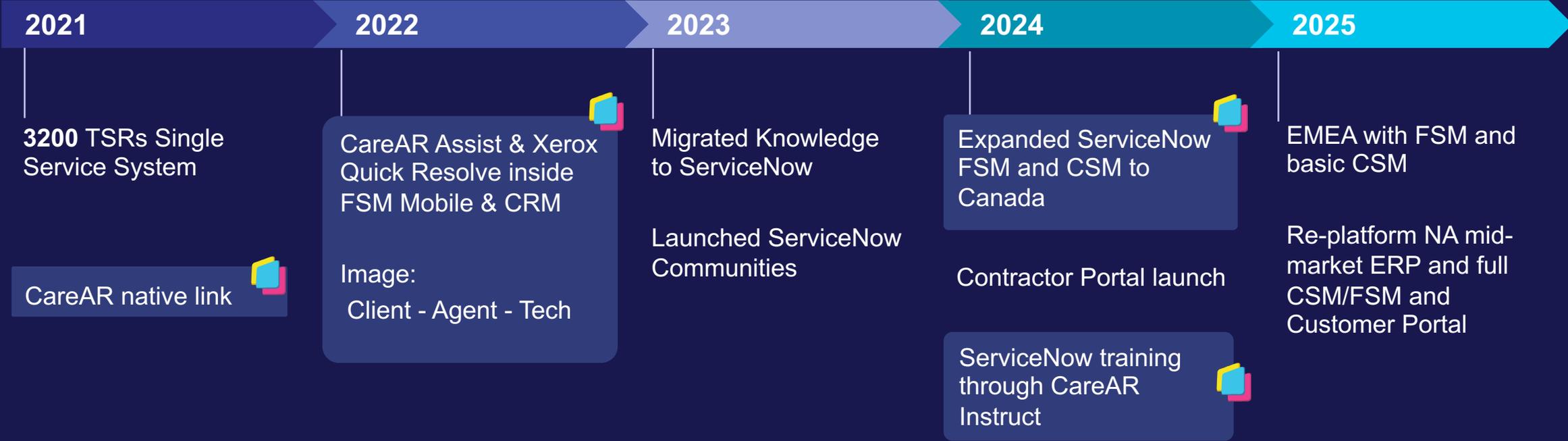
Knowledge to ServiceNow



NA Single FSM Instance



Global Instance



5 Keys to Success

Be intentional about value drivers

5 Keys to Success

Start with assisted support

5 Keys to Success

**Role play from
client's perspective**

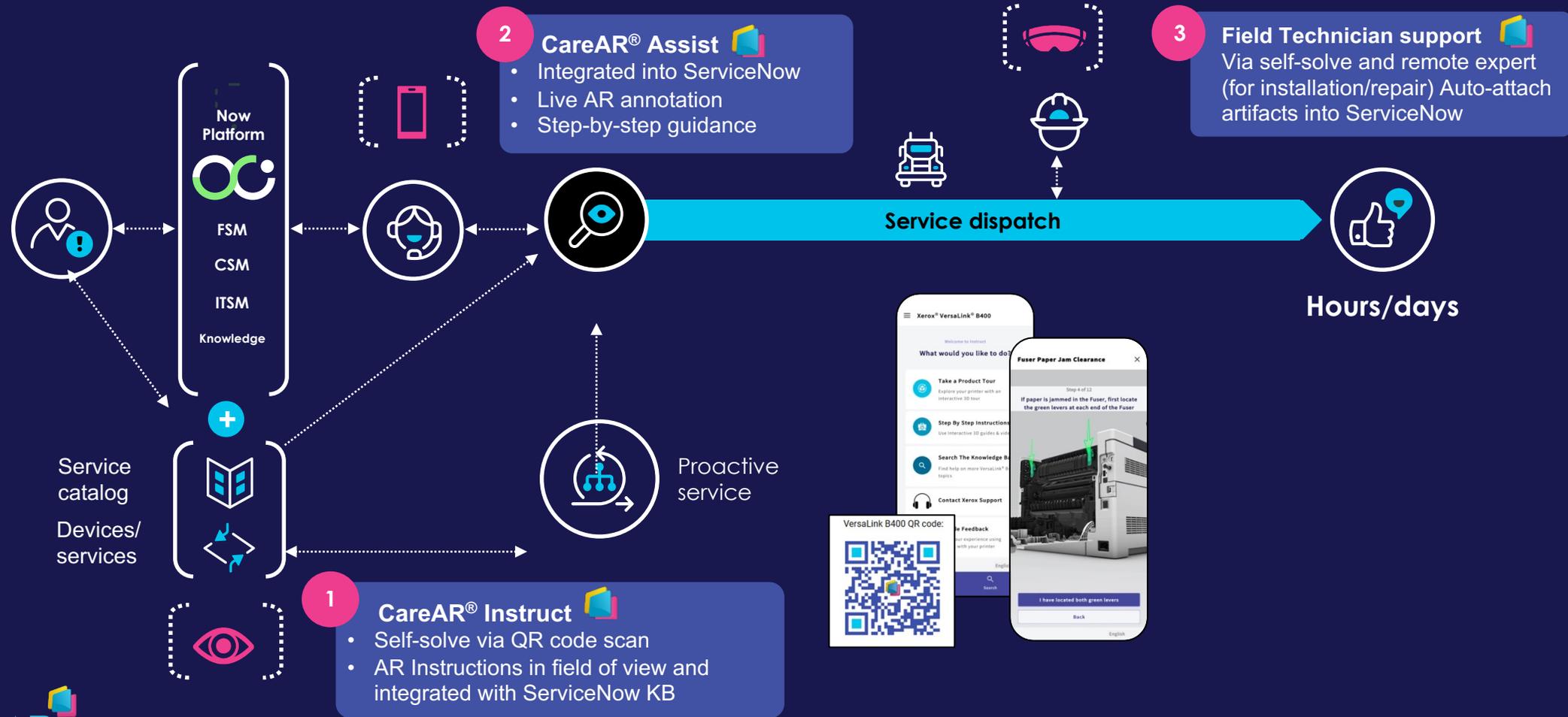
5 Keys to Success

Patience is key to adoption

5 Keys to Success

Take the plunge

Empower employees across the organization with ServiceNow and CareAR to deliver effortless customer experiences



Impact so far....



Single integrated system: field and customer service



Increased knowledge transfer and upskilling



Reduced costly field service dispatches



1,227 metric tons of CO2 emissions avoided



Leverage AI to automate and enhance customer and field service operations

xerox™

128K

Avoided site visits*

92%

Customer satisfaction

42%

Remote solve rate

53

Minutes saved daily per tech

*cumulative to date

Imminent Advances with AI



Conversational Intelligence



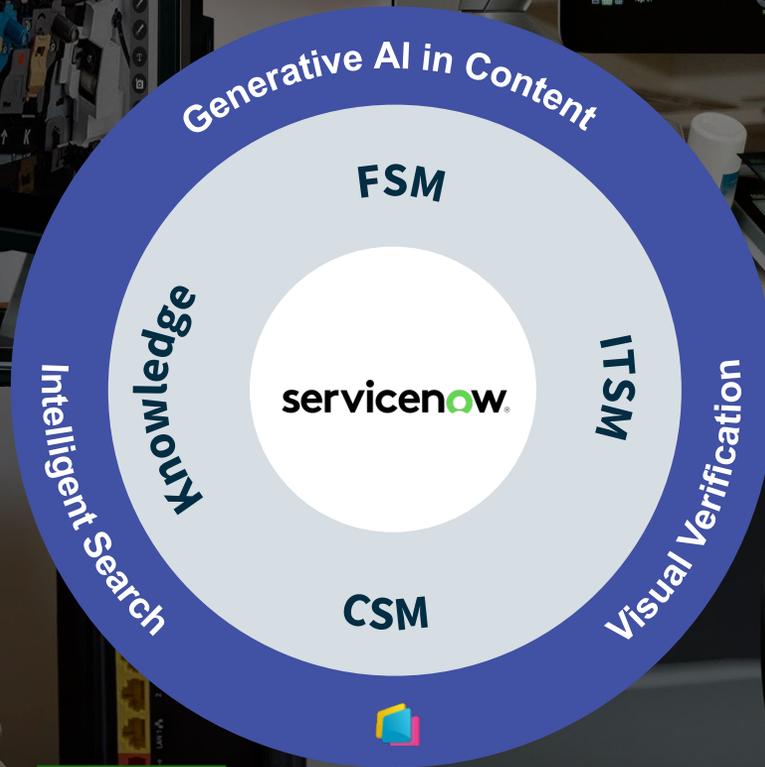
Retrieval of Advanced Knowledge



Predictive Maintenance and Repairs



Summarize Work Order Task



Power Cable Connected



Thank You!