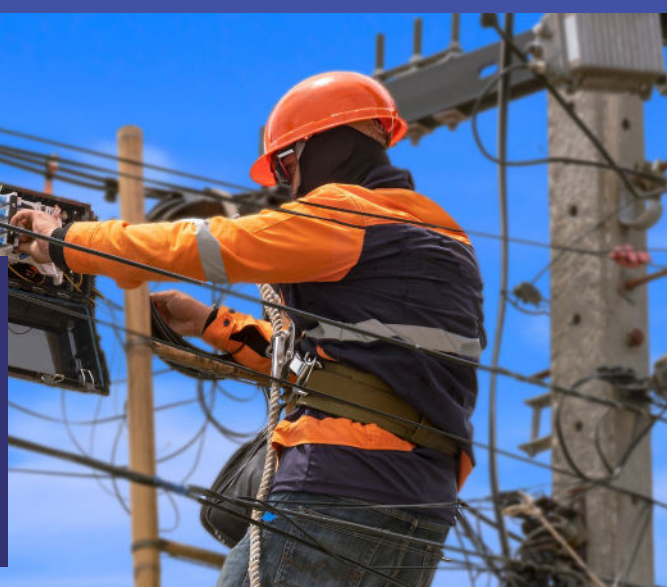# CareAR for the Energy Utilities Industry

Energy Industry Challenges

Energy utilities are spending more and more money on operations and maintenance (O&M) as they deal with increasing weather disruptions. Complexity as more renewable energy sources are tied to the grid, and the surging need to train replacements for what the U.S. Department of Energy (DOE) estimates will be a utility workforce where 25% are likely to retire soon presents challenges.

Cost effectively training field technicians is critical. The North American Electric Reliability Corporation's (NERC) PER-005 standard requires training to ensure system operators have the skills to maintain power systems, with steep fines for noncompliance.

Top 5 challenges facing energy and utilities[1]

response time	**42%**
weather events	**35%**
field safety	**33%**
new technology	**32%**
outage dispatch	**31%**

CareAR for Energy

CareAR is an augmented reality (AR) visual support platform that enables energy utilities to support field technicians and customers more cost-effectively with visual remote assistance and immersive step-by-step self-guidance and training.

With CareAR® Assist, remote experts can guide field technicians in real-time with augmented reality graphics that remain anchored in place within the technician's device (smart phone, tablet, or smart glasses) field of view.

CareAR® Instruct's digital work instructions enhance training with augmented reality and 3D content. Static paper-based manuals are replaced with digital workflows on smart devices powered by AI computer vision for field inspection, equipment installation, and customer self-service.

CareAR® Experience Builder makes it easy for energy providers to create and update digital work instructions using drag and drop templates. No coding required. Procedures stay current with instructions accessible via QR codes.

Use Cases

Remote Expert Assessment and Direction

Expert guidance for in-the-moment diagnosis and direction

Inspection Guidance

Ensure inspection integrity with visual self-guidance and on-demand augmented reality remote support

Lock Out / Tag Out

Precise visual lock out/tag out guidance with augmented reality or a 3D object placed in real space.

Benefits

Time to Repair

Remote experts instantly assess weather-related issues and guide immediate action and safety direction

Cost Containment

Reduce travel and downtime costs with augmented reality remote assistance and self-solve, self-learning guidance

Optimize Safety

Ensure rigorous energy procedures are followed with visual self-learning and real-time remote assistance

Upskill Technicians

Digitally capture proven step-by-step best practices that are easily shared with less experienced technicians

The CareAR Product Suite

CareAR® Assist

Instantly connect your field workers with remote expertise, enabling real-time visual collaboration.

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

AR Remote Assistance Tools to Make Anyone an Instant Expert

- Data Capture & Recording
- Analytics
- AR Annotations
- Screen Share
- SSO Support & Encryption
- ServiceNow, Salesforce Integrations, and more. . .

CareAR® Instruct

Enhance the field service experience with step-by-step, interactive work instructions.

Guide
Self-solve with step-by-step digtal work instructions

Detect
Object detection with AI computer vision and machine learning

Verify
Visually verify step completion with state detection

AI, 3D, and AR Tools to Uplevel Your Instructional and Training Experience

- Complex Workflows
- 2D and 3D Content
- AI Computer Vision
- Intelligent Search
- Forms
- Integration to Ticketing Systems
- Analytics

CareAR® Experience Builder

Create your own step-by-step instructions including AI visual verification, natural language search, and 3D content. No-code required.

Create
Design pages with AR and AI tools and build workflows

Preview
Preview instructions in mobile, tablet, and desktop

Publish
Generate QR code and link to share with systems and teams

Enable Anyone to Create Advanced Digital Work Instructions

- Create custom workflows
- Generative AI
- Design visual verification experiences with machine learning
- Starter templates
- Analytics
- Diverse array of modules

Visually Resolve Issues Remotely With Enterprise Augmented Reality

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