

Driving Service Experience Transformation

CareAR delivers immersive augmented reality (AR) Service Experience Management (SXM) platform applications that sustainably drive game-changing operational efficiencies, improved customer outcomes, and unmatched experiences for service teams and field workers.

CareAR® Assist

CareAR Assist augmented reality (AR) enhances service efficiency and effectiveness with tailored visual direction. Smartphones, wearables, and drones are used to engage technicians and customers with annotated visual instruction from “see what I see” remote experts.

Engagement Agile

App or browser use on iOS and Android smartphones, tablets glasses, drones and on desktops.

User Experience

Real-time anchored annotations with auto adaption based on connection quality and availability.

Scalable Presence

Global secure cloud supporting multiple simultaneous users in each session without a limit.

Service Challenges

Contact Center

- Customer failure to self-solve
- Increasing support costs
- Poor customer experience

Field Service

- Too many costly dispatches
- Improve first time fix rate
- High technician turnover

Business Outcomes



Reduce Service Dispatches



Improve First Time fix rates



Speed time to resolve



Efficiently train field staff



Enhance customer experience

CareAR allows technicians to solve problems better, faster, cheaper. CareAR is driving the service experience transformation by bridging skills gaps, accelerating knowledge transfers, providing greater operational efficiencies, and enhancing customer outcomes and safety. CareAR has been recognized as a leader and top innovator in enterprise augmented reality in 2022 by ABI Research.

Learn more about CareAR: <https://CareAR.com/carear-assist>