

# 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 for Field Service Management

CareAR's AI/AR powered SXM platform allows service employees and customers to digitally and visually resolve issues providing greater efficiencies, better customer outcomes, and increased safety.

CareAR enables field workers to receive remote expert assistance and instructions instantly, ensuring higher first time fixes, reduced resolution times, avoiding additional site visits, and addressing skills gap and knowledge transfer challenges.

### The CareAR® Platform enables:

- Live visual assistance and guidance for remotely seeing and solving issues, anywhere
- Step-by-step operational instruction and work verification
- Customer self-help that reduces agent time, and eliminates field service calls
- Knowledge capture and curation of knowledge data

### Field Service Challenges

- Long resolution times and multiple service visits
- Not the right skills or parts for the task
- Decreasing costs
- Increasing service revenue
- Improving the customer and employee experience
- Increase first-time fix rate
- Meeting sustainability goals

## Business Outcomes

**50%**

reduction in dispatches

**63%**

reduction in service time

**82%**

first-time fix rate

**50%**

improvement in MTTR

**85%**

increase in remote resolutions



Improved accuracy in parts delivery

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/services/field-services/>