

# Driving Healthcare 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.

## CareAR for Healthcare

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.

With CareAR, healthcare organizations can address talent retention, improve medical device uptime, boost first time resolution of issues, enhance knowledge capture and skill curation, speed digital transformation, and deliver better home health care.

### 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 service calls
- Learning management; Knowledge capture and curation of knowledge data

### Service Challenges in Healthcare

- Long resolution times
- Device availability
- Compliance with regulatory requirements
- Device complexity
- High support cost of medical devices
- Short supply of skilled technicians and IT resources
- Preventative maintenance, support, and repairs

## Business Outcomes

**50%**

reduction in dispatches

**63%**

reduction in service time

**82%**

first-time fix rate

**85%**

increase in remote resolutions



Reduce medical device downtime



Training for medical technology staff

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/healthcare>