

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 IT service teams.

CareAR for IT 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.

With CareAR, IT fulfillers can provide remote assistance and self-service instructions instantly to employees ensuring higher remote resolutions, and reduced incident times while enhancing safety.

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 IT service calls

IT Service Challenges

- Increase first-time fix rate and prevent recurring issues
- How to reduce long resolution times
- Scarce IT resources and upskilling junior technicians
- Poor incident visibility and response
- Increasing efficiency and performance of IT support
- Get the right service desk
- Meeting sustainability goals

Business Outcomes

63%

reduction in service time

82%

first-time fix rate

85%

increase in remote resolutions

1 out of 3

calls resolved remotely

50%

increase in dispatch deflections



Reduced emissions

CareAR allows technicians to solve problems better, faster, cheaper. CareAR bridges skills gaps, accelerates knowledge transfers, provides greater operational efficiencies, and enhances 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/it-services>