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® Instruct

CareAR Instruct boosts self-solve and self-learning for customers and employees with step-by-step augmented reality graphical guidance. Hotspot focus immersively engages users with contextual graphical guidance overlaid on actual objects within each user's device field of view.

Dynamic Guidance

Xerox PARC AI state detection technology auto adjusts guidance based on motion.

Learning Personalized

Video, 2D content and rich interactive 3d visualization supplements AR learning.

Engagement & Comprehension

"HotSpots" focuses attention, animations inspire confidence and comprehension.

Service Challenges

Self-Solve Challenges

- Deflect service calls
- Phone a friend technician inefficiency
- Contractor lack of skills/focus

Self-Learn Challenges

- Efficiently train technicians
- Managing legacy & new systems
- Increasingly complex systems

Business Outcomes

Reduce support costs	Reboard existing customers	Efficiently upskill field technicians	Cost effectively boost contractor skills	Train new employees with contextual AR

CareAR allows technicians to solve problems better, faster, cheaper. CareAR is driving 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

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