

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 service experiences for service teams and field workers.



Service Experience Management (SXM) transforms customer and employee experiences within digital interactions for enterprise-wide business value. SXM takes advantage of augmented reality for real-time personalized self-solve and remote assist immersive engagement to optimize service interactions and influence brand perception. SXM elevates experiences that deliver tangible business value.

Employee Experience

Enable a “right now” engaging employee experience with the tools and knowledge to “get it done” the first time enabling high-impact decisions and employee recognition with training and resources for persistent success.

Customer Experience

Provide a tool to the customer for an “in-the-moment” personalized experience with the contextual awareness and knowledge to get back to work quickly and maximize value by minimizing the time the customer is down.

Business Value

Augmented reality contextual graphical engagement boosts remote solve rates, speeds issue resolution and enhances experiences to reduce costs, optimize resource utilization, and improve customer satisfaction.

Service Challenges

Employees

- Expressing appropriate empathy
- Ownership for effective resolution
- Tools for job satisfaction

Customers

- Ease, Effectiveness & Emotion
- Personalizing interactions
- Remembered brand differentiation

Business Outcomes



Improve CSAT and NPS metrics



Enhance employee experience



Speed time to resolve



Optimize customer self-solve



Inspire customer engagement

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>