



## SOLUTION BRIEF

# CareAR™ for the Healthcare Industry

## Cut Costs With Remote Access

During the early days of the COVID-19 pandemic, overwhelmed hospitals received hundreds of broken ventilators from federal stockpiles, which they had to repair at their own expense, on top of other equipment maintenance costs.

Hospitals in the US already spend an estimated \$93 billion on overall medical equipment lifecycle management<sup>1</sup>—a large portion of which is preventative maintenance and repairs—and such expenses are expected to rise exponentially due to an aging population and more stringent regulations requiring preventative equipment maintenance.

How can hospitals cut costs while still getting the most qualified technical equipment support?

Hospitals are missing a potential cost savings of 12–16% due to a lack of specialized expertise.<sup>3</sup>

## Meet CareAR™

CareAR is an augmented reality (AR) visual support platform that enables hospital and pharmaceutical employees or medical equipment technicians to receive remote, real-time assistance and guidance from offsite experts via their mobile device, tablet, or smart glasses.

With the ability to connect with a veteran technician easily, immediately, and remotely, CareAR gives less experienced onsite workers the power to tap into expertise.

With visual AR assistance and support, technicians can survey maintenance and repair issues in real time, capturing critical details on live video and saving images or recordings into a pre-existing workflow or the CareAR secure cloud. This gives onsite teams more clarity, greater confidence and fewer delays to resolution for an enhanced service experience.

## Use Cases

### Training for Front-Line Workers

Deliver expert knowledge instantly, at scale; reduce operator error on pharma factory floors.

### Medical Equipment Support

Support, maintain, and repair complex machines; get support from internal technicians and vendors.

### IT Support

Trouble shoot IT infrastructure, computer systems, and internet-based medical equipment.

## Benefits

### Reduce Service Costs

Save money on preventative equipment maintenance and repairs, which will improve operating margins.

### Improve Knowledge Transfer

Address the lack of expertise by upskilling new and junior technicians and connecting them with experts remotely.

### Maintain Safety and Compliance

Keep up with more stringent regulations on preventative medical equipment maintenance.

### Increase Uptime for Medical Equipment

Reduce unexpected downtime that results from broken devices and medical equipment.

## How it Works

CareAR's advanced technologies provide a visual AR solution for remote troubleshooting—think of it as an extra pair of eyes that provides see-what-I-see support to improve uptime. Now experienced technicians can virtually survey equipment and annotate on screen to indicate damage or problem areas. This translates to valuable time and cost savings.

In addition to a suite of augmented reality tools, technicians can now gain the critical situational context needed to solve problems remotely, reducing or even eliminating costly, unsafe service dispatches. With real-time HD video and audio collaboration, technicians can provide remote, expert guidance on the spot, improving front-line worker productivity.

## How it Works



### SEE

View the service situation remotely from any location



### SOLVE

Visually guide and collaborate for effective problem resolution



### SAVE

Capture and share content in systems and with teams

## Technical Requirements

mobile	iOS 11 or later (includes ARKit) Android 9.0 or later (includes ARCore)
desktop	Windows and Mac
smart glasses	Android 8 or later (includes Google Glass, Realware, Vuzix)
network	500 kbps and higher N/A for offline mode

“Together with CareAR™, ServiceNow is delivering digital experiences that empower service teams to better solve problems remotely so work can be completed efficiently and safely.”

**Michael Ramsey,**  
VP of Product Management,  
ServiceNow

## Features

### ■ ServiceNow integration

Integrate and extend AR for ServiceNow digital workflows with ITSM, FSM and CSM.

### ■ 3D spatial mapping

3D objects remain in place even when you move your device.

### ■ Enterprise cloud platform with embeddable APIs

Built for scale on a global infrastructure for easy integration.

### ■ Smart analytics and dashboarding

Visualize time-to-resolution and organize service calls by tags and locations.

## Start Visually Resolving Issues Remotely With Enterprise Augmented Reality

Get your free trial at [CareAR.com/free-trial](https://carear.com/free-trial)

### Sources:

1. [A new way of thinking about medical equipment costs \(beckershospitalreview.com\)](https://www.beckershospitalreview.com/medical-equipment/a-new-way-of-thinking-about-medical-equipment-costs.html)
2. [A new way of thinking about medical equipment costs \(beckershospitalreview.com\)](https://www.beckershospitalreview.com/medical-equipment/a-new-way-of-thinking-about-medical-equipment-costs.html)
3. [A new way of thinking about medical equipment costs \(beckershospitalreview.com\)](https://www.beckershospitalreview.com/medical-equipment/a-new-way-of-thinking-about-medical-equipment-costs.html)