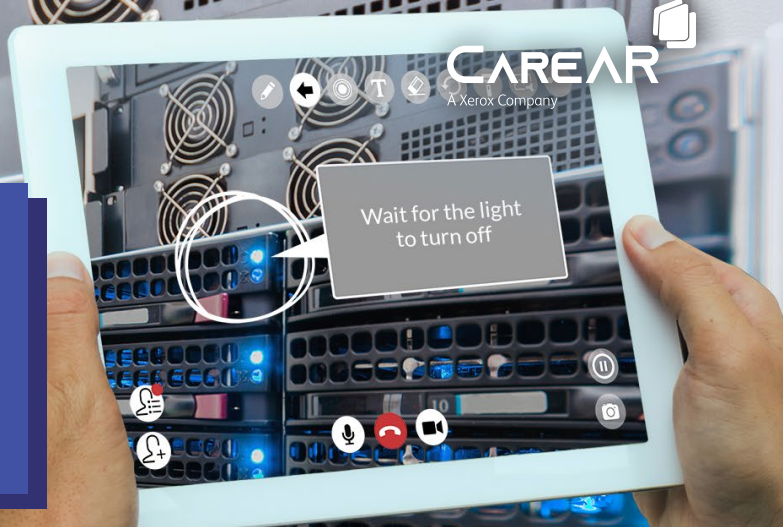




SOLUTION BRIEF

# CareAR™ for the IT Services Industry



## Is cybersecurity enough?

The ripple effects of COVID-19 hit the IT sector, accelerating remote work and straining IT infrastructures, including staff. This new reality compounded pre-pandemic challenges, such as limited resources, a widening skills gap, downtime impact and excessive technician dispatches.

Over 80% of North American IT departments have a skills gap.<sup>1</sup> Remote IT will continue to be a trend in IT work, and organizations will need to be more focused on capacity, capability and the ability to be “elastic” with these solutions.<sup>2</sup>

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An on-demand world demands IT that moves faster than the speed of change – so how can organizations keep their IT environments up, running, secure and compliant no matter where work gets done? And how do they do it with experienced IT professionals in short supply?

## Meet CareAR™

CareAR is an AR visual support platform that allows IT professionals to reimagine their support and troubleshooting experience with visual guidance tailored for each interaction. With CareAR, IT service technicians are guided by visual prompts created in real time by experienced remote support technicians.

With the ability to connect with an experienced administrator remotely and immediately, CareAR gives field technicians the power to tap into expertise. Now external experts have a window into the remote IT technician’s troubleshooting experience and can perform the critical maintenance needed to keep systems up, running and secure.

With visual AR assistance and support, remote administrators can survey equipment and server issues in real time, capturing critical details on live video and saving content into a workflow.

## Use Cases

### IT Service Management

Visual troubleshooting for fast, first-call resolutions and fewer dispatches across enterprise IT.

### Data Center Operations

Installation, support, security and troubleshooting with the ability to securely invite remote experts into a session with a full audit trail.

### Remote Support and Training

Upskill and reskill less experienced technicians.

### Instructional Content

Instruct customers and field technicians while maintaining compliance with analytics from each session.

## Benefits

### Reduce Service Costs

Visual collaboration decreases downtime and reduces the number of dispatches.

### Optimize Customer Experience

Faster resolution times and higher first-time fix rates drive customer satisfaction.

### Securely Resolve

Remote expert troubleshooting with full audit trail for secure data center services.

## 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 drive efficiency. Now experienced administrators can virtually diagnose and apply annotation on live video that remains anchored despite device movement. This pinpoint guidance with reduced technician burden is especially effective within complex IT spaces.

In addition to a suite of augmented reality tools, administrators can now gain the critical situational context needed to solve problems remotely, reducing or even eliminating costly service dispatches that may pose a security risk. Real-time HD video and audio collaboration makes it possible to provide full consultative support on the spot to field personnel.



### 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)<br>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 Certified**  
Integrate with ServiceNow digital workflows for IT Service Management.
- Create and Capture Content**  
Save images and video recording from live service sessions and store in the cloud for collaboration.
- Enterprise Cloud Platform With Embeddable APIs**  
Built for scale on a global infrastructure for easy integration.
- Smart Analytics & 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:

- <https://www.ciodive.com/news/it-skills-gap-global-knowledge/589432/>
- <https://insights.dice.com/2020/10/15/remote-it-how-can-cios-make-it-work/>