CAREAR
A Xerox Company

SOLUTION BRIEF

CareAR™ for the Manufacturing Industry

Is automation enough?

The disruption of COVID-19 upended the global manufacturing industry, slowing growth, reducing labor and exposing pre-pandemic inefficiencies. The need to deliver on time, on budget and above expectations had never been greater, leaving no room for bottlenecks.

Just one hour of downtime can cost $300,000 to $5 million depending on company size.[1] Similarly, almost 21% of wasted time for maintenance workers is a result of traveling to different areas in a factory, with an additional 20% as a result of waiting for instructions.[2]

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With the need for compliance, safety and productivity at an all-time high, how can manufacturers create supply chain resilience while increasing speed to market?

Meet CareAR™

CareAR is an augmented reality (AR) visual support platform that allows manufacturers to reimagine their equipment repair, maintenance and support experience with live visual guidance tailored for each interaction. With CareAR, on-site technicians are guided by visual prompts while receiving remote, real-time assistance and guidance from off-site experts.

It's all about content with context. With the ability to connect with an expert technician easily, immediately and remotely, CareAR gives less experienced on-site workers the power to tap into expertise right from their mobile devices, tablet or smart glasses.

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 on-site teams more clarity, greater confidence and fewer delays to resolution for an enhanced service experience.

Use Cases

Equipment Inspection, Repair and Maintenance

Remote experts can visually troubleshoot machinery issues.

Network Equipment Installation and Recalibration

Evaluate workflows, reconfigure, optimize and get new equipment up and running quickly.

Safe Remote Training

Train on-site workers or upskill junior staff remotely to reduce human error and increase speed to resoloution.

Benefits

Improve First Time Fix Rates

Visual expert guidance minimizes same issue return dispatch and boosts uptime .

Reduce Scrap

Decrease incorrect parts delivery and optimize technician effectiveness.

Maximize Productivity

Upskill junior technicians by connecting them with experts remotely and minimizing travel.

Optimize Safety and Compliance

Keep employees safe with experience remote guidance while adhering to social distancing guidelines.

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.

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 Field Service and Customer 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**

Sources:
1. https://www.fieldtechnologiesonline.com/doc/the-numbers-behind-first-time-fix-rates-you-should-know-about-0001
2. https://parsable.com/quality/12-manufacturing-maintenance-statistics-to-consider-when-planning-for-2020/

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