



USE CASES

FIELD SERVICE:

See what your customers, employees, and field workers see.

CUSTOMER SERVICE:

Enhance the omni-channel and customer experience with visual engagement.

IT SERVICE MANAGEMENT:

Visual trouble shooting for real time resolutions across enterprise IT.

FACILITIES MOVES:

Coordinate placement and installation of fixtures and furniture.

SITE SURVEYS:

Deliver remote insight for planning installation of equipment.

INSURANCE:

See and share visual evidence of damage directly for faster claims processing.



Remote Support Challenge

Support calls are expected for any organization offering products or services to enterprises. Service delays create frustration when remote agents or field technicians are challenged with skills gap, lack of necessary tools, or encounter unforeseen situations in order to resolve issues on a timely basis. It is estimated that 1 out of 3 field service calls require remote assistance in order to complete their tasks, with added pressure for achieving first time fixes. These commonly result in a poor customer experience, negatively impacting resolution times, operating cost, uptime, resource productivity, and customer loyalty.

Additionally, enterprises have made significant advances in digitizing and automating their service workflow processes to address some of these challenges. However, when customers or field workers have issues needing further assistance or guidance, this is where the bottleneck begins. Service teams try to effectively assess, diagnose, and resolve incidents remotely with limited situational analysis or context. Today, consumer apps are used to bridge the gap in order to help provide visual context but are not very effective for solving complicated problems. Additionally, enterprises require solutions that can scale, collaborate, and are part of an integrated service workflow.

Augmented Reality Visual Support for ServiceNow

CareAR™ for ServiceNow is an augmented reality visual support platform that helps organizations digitally transform their support experience with game-changing AR capabilities for ServiceNow. CareAR for ServiceNow is integrated with the Now Platform® and workflows, enabling teams to extend augmented reality as part of a seamless user experience with ServiceNow® Customer Service Management, Field Service Management, and IT Service Management.

CareAR for ServiceNow enables service management teams anywhere, to provide real-time visual AR assistance, guidance, and compliance for their on-site customers, field workers, and employees. Remote agents and experts are able to virtually see the situation and visually guide customers and field workers intuitively using a suite of augmented reality tools via desktop, mobile, or smart glass devices, as if they were there in person.

Additionally, CareAR's end-to-end integration with ServiceNow allows fulfillers to instantly capture content of images and recordings during the service session. The content is automatically saved in the originating ServiceNow work order, case, or incident, as well as knowledge base, eliminating a series of steps in order to enhance knowledge transfer and ensure proof of work completion or compliance.

WHY SHOULD YOU CARE?

FASTER TIME TO RESOLUTION:

Gain instant visual context – spend valuable time solving the actual problem versus assessing the situation.

HIGHER 1ST TIME FIX RATES:

Provide step by step guidance using visual collaboration with AR annotation and 3D objects for more effective and accurate resolution.

KNOWLEDGE TRANSFER:

Reduce your skills gap and make experts accessible to more junior field resources, contractors or customers.

REDUCE SERVICE COSTS:

With visual collaboration, decrease downtime of systems, eliminate need to send trucks, see what your agent, tech, or customer sees in real time.

CUSTOMER EXPERIENCE:

Elevate your customer's experience and NPS through unmatched quality, service, and capabilities with the highest human interactions.

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How it Works

1. SEE

Live visual context for experts to best assess and assist the situation



**INITIAL
SERVICENOW
WORK ORDER**

3. SAVE

Save content automatically into work orders, cases, incidents, and knowledge base



2. SOLVE

Collaborative AR suite of tools for remote guidance with anchored annotations



**COMPLETED
SERVICENOW
WORK ORDER**



Results

Fulfillers can now gain valuable visual and situational context, along with the digital tools they need, to focus more of their time on solving the actual problem versus assessing the situation.

CareAR for ServiceNow provides a visual AR engagement solution addressing common support use cases such as remote trouble shooting or smart hands for “See What I See”. If being on-site is needed, then having the ability to “Show Before You Go” in order to see what your customers or field workers see, prior to being dispatched, ensures greater likelihood to fix the problem the first time. Additionally, centralized NOC teams, can utilize L3 resources to provide remote assistance and guidance to broader L1 field teams realizing significant efficiencies.

The immediate impact benefits include:

- **Faster, first call resolutions**
- **Improve customer outcomes**
- **Reduce operating costs**
- **Deflect unneeded dispatches**
- **Increase resource utilization**
- **Ensure audit and compliance**

Organizations today need new ways to enhance their remote work and support capabilities while still being productive, effective, and now safe.

The luxury of physically going onsite is less available to us today. However, through a combination of real-time HD video and audio collaboration, advanced enterprise-grade augmented reality suite of tools and 3D spatial mapping, AR workflow with auto content capture, multi device support, and robust dashboard and analytics, CareAR for ServiceNow can deliver the above KPI's while allowing the ability to work remotely and safely.

CareAR is a certified ServiceNow strategic application partner and available in the ServiceNow Store. CareAR for ServiceNow is a unique and highly innovative solution bringing together ServiceNow's industry leadership of service management and digital workflow capabilities seamlessly integrated with CareAR's enterprise-grade advanced AR platform and tools built for service management teams.

TECHNICAL REQUIREMENTS

ServiceNow® Compatibility

New York and Orlando
ServiceNow® Customer Service Management, Field Service Management, and IT Service Management

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

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