Provide integrated remote support and augmented reality for service teams with CareAR and ServiceNow

Remote support challenges

Support calls are a fact of life for any organization offering products or services, and completing them quickly and efficiently is crucial to both customer and employee satisfaction. Service delays create frustration when remote agents or field technicians are unable to resolve issues due to skills gaps, a lack of necessary tools, or unforeseen situations. As many as one out of three field service calls require remote assistance in order to complete the tasks, which may require follow-up visits to resolve. These commonly result in a poor customer experience, negatively impacting resolution times, operating cost, uptime, resource productivity, and customer loyalty.

Additionally, while organizations have made significant advances in digitizing and automating their service processes to address these challenges, bottlenecks still happen when customers or field workers have issues needing further assistance or guidance. Service teams try to effectively assess, diagnose, and resolve incidents remotely with limited situational analysis or context. This may be over phone, text messages, or email or use consumer apps to bridge the gap, but it's not an effective way to solve complicated problems. Organizations are in need of solutions that can scale, collaborate, and integrate with multiple parts of the business.

Combine augmented reality with ServiceNow to provide support

CareAR™ for ServiceNow is an augmented reality (AR) visual support platform that helps organizations digitally transform their support experience. CareAR for ServiceNow integrates with the Now Platform® to enable teams to extend augmented reality as part of a seamless user experience with ServiceNow® Customer Service Management, Field Service Management, and IT Service Management.
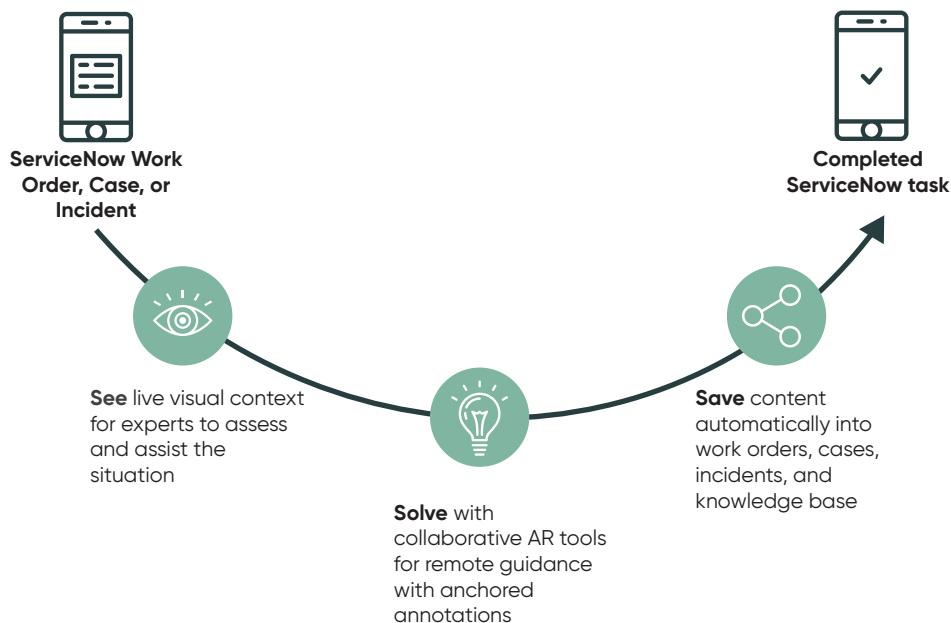
In partnership with

CareAR

Key benefits

- Faster time to resolution with instant visual context
- Improve first-time fix rates with step-by-step guidance, visual collaboration, and AR annotation
- Easily transfer knowledge from experts to junior resources
- Reduce service costs through decreased downtime and fewer truck rolls or customer contacts
- Increase customer satisfaction with world-class service

ServiceNow Work Order, Case, or Incident

See live visual context for experts to assess and assist the situation

Solve with collaborative AR tools for remote guidance with anchored annotations

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

Completed ServiceNow task

CareAR for ServiceNow enables service management teams to provide real-time visual AR assistance, guidance, and compliance for their on-site customers, field technicians, and employees. Remote agents and experts are able to virtually see the situation and visually guide customers or field technicians using a suite of AR 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 you 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. For those in the field, CareAR integrates seamlessly with the ServiceNow® Agent mobile app.

View live context, get remote assistance, and annotate for future use on mobile or desktop.

Use cases

CareAR for ServiceNow provides visual remote support for a variety of uses.

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: Troubleshoot visually 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.

Results

Agents and technicians 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 troubleshooting or smart hands for "see what I see" support. See issues on-site before a tech arrives by easily showing what your customers or field workers see prior to being dispatched to improve the likelihood of fixing the problem the first time. Additionally, centralized NOC teams can utilize L3 resources to provide remote assistance and guidance to broader L1 field teams for increased efficiency.

Immediate impact benefits include:
- Faster first-call resolutions
- Deflecting unneeded dispatches
- Improved customer outcomes
- Increased resource utilization
- Reduced operating costs
- Ensuring audit and compliance

Organizations need new ways to enhance their remote work and support capabilities while still being productive, effective, and now safe. Physically going on-site isn't always the best option 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 dashboards and analytics, CareAR for ServiceNow can greatly improve efficiency, operational costs, and customer outcomes while allowing teams to work remotely and safely.

About CareAR

CareAR is the leading augmented reality visual support platform for the modern ServiceNow enabled enterprise. We make expertise accessible instantly for customers, employees, and field workers through live visual AR interactions, instructions, and insights as part of a seamless ServiceNow digital workflow. CareAR uniquely helps bridge skills gaps and accelerates knowledge transfer through augmenting intelligence, while providing greater efficiency, safety, and customer outcomes. CareAR is a certified ServiceNow strategic applicaton partner and available in the ServiceNow Store. For more information, visit **www.CareAR.com**.

About ServiceNow

ServiceNow (NYSE: NOW) is the fastest-growing enterprise cloud software company in the world above $1 billion. Founded in 2004 with the goal of making work easier for people, ServiceNow is making the world of work, work better for people. Our cloud-based platform and solutions deliver digital workflows that create great experiences and unlock productivity to approximately 5,400 enterprise customers worldwide, including almost 75% of the Fortune 500. For more information, visit **www.servicenow.com**.

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