

Reduce field service costs and improve safety with CareAR and ServiceNow

Field service challenges

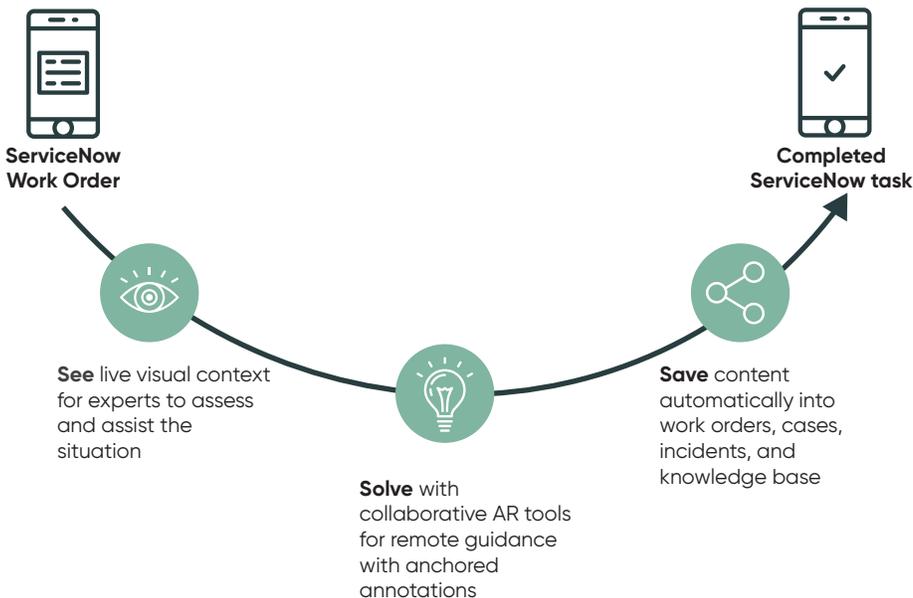
Support calls are a fact of life for any organization offering products or services, and completing them quickly and efficiently is crucial to both customer and employee satisfaction. Service delays create frustration when remote agents or field technicians are unable to resolve issues due to skills 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 mobile 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 use phone calls, text messages, email, or 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.

This year has further challenged field service organizations with the need to minimize contact between people when possible for safety so long as the pandemic continues. Helping customer solve their issues remotely and reducing or eliminating service visits is beneficial for both costs and safety.

Combine augmented reality with ServiceNow® Field Service Management

CareAR™ for ServiceNow is an augmented reality (AR) visual support platform that helps organizations digitally transform their support experience. CareAR for ServiceNow integrates with ServiceNow Field Service Management to enable teams to extend augmented reality as part of a seamless user experience.



In partnership with



Key benefits

- Resolve issues faster 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
- Maintain a safe environment for employees and customers

CareAR for ServiceNow enables field service teams to provide real-time visual AR assistance, guidance, and compliance for their on-site customers or technicians. Remote 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 can be saved to the ServiceNow knowledge base, in order to enhance knowledge transfer. Content is also copied to the originating work order to ensure proof of work completion or compliance. CareAR integrates with the ServiceNow® Agent mobile app to create a seamless experience for mobile workers.



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.

Assist mobile workers who may have a skills gap by connecting them to an expert, allowing them to resolve the issue faster.

Guide customers through basic diagnosis and repair steps. Simple issues

may be resolved without a truck roll. Complex issues benefit from diagnostics being performed in advance.

Results

Field service workers 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.

Immediate impact benefits include:

- Faster first-call resolutions
- Deflecting unneeded dispatches
- Improved customer outcomes
- Increased resource utilization
- Reduced operating costs
- Ensuring audit and compliance
- Fewer in-person interactions

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, an 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.

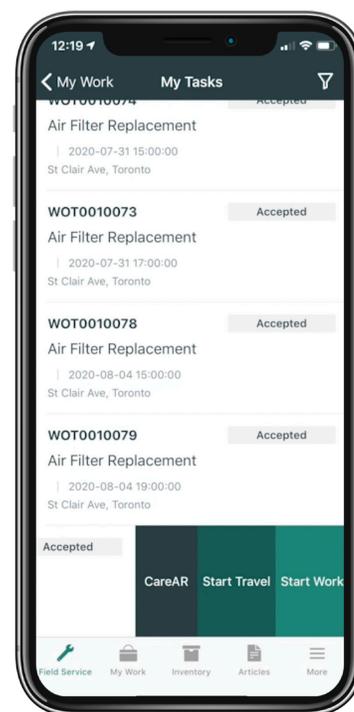
About CareAR

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 application 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.



Easily access CareAR tools from a work order in Field Service Management.

servicenow