



Retail

CareAR: A powerful augmented reality (AR) solution that allows you to access knowledge and guidance instantly, and escalate to experts to digitally guide resolutions as if they are on site.

APPLICATIONS INCLUDE:

- Remote support and training for shop floor staff or from central location
- Virtual inspection, repair, and maintenance of POS systems, self-service kiosks, equipment and more
- Virtual product try-before-you-buy through visual AR room overlays and fitting rooms
- Home customer consultation, assembly and user instructions



A Xerox Company

Learn more about how CareAR solutions can make support easy at arenagroup.net

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THE CHALLENGE

- Changing buying patterns and customer expectations
- Reducing in-house expert staff
- Staff shortages on the floor
- Maintaining brand consistency
- Cost of travel

THE SOLUTION

- CareAR Assist enables remote diagnosis and repair
- Support of junior or store staff remotely by head office or experts
- Visibility of sites for brand alignment and visual merchandising
- CareAR Instruct helps customers with self-serve AR instructions
- CareAR Insight combined with IoT (Internet of Things) to AR-enable predictive maintenance

THE BENEFITS

- Faster resolution service technicians on the scene remotely in seconds not hours
- Decrease downtime and costly service dispatches to save on service cost
- Improved customer satisfaction, reduced returns and repeat business
- Ensure brand consistency and optimise merchandising and POS