



# Insurance

**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:**

- Utilising customer smartphone for claims processing
- Virtual claims adjuster annotating on live video
- Capture content for review during claim process
- Analytics from sessions for service improvement and compliance purposes

## **THE CHALLENGE**

- Costly dispatches of claims adjusters to access damage
- Potential safety concerns
- Customer dissatisfaction with lengthy claims process
- Integrity of customer's own still images or notes

## **THE SOLUTION**

- CareAR Assist enables filing and processing of a damage claim remotely

## **THE BENEFITS**

- Improved customer experience boosts customer retention
- Remote access enables claims adjusters to handle more claims in less time improving margins



A Xerox Company

**Learn more about how CareAR solutions can make support easy at [concept-group.co.uk](https://concept-group.co.uk)**

concept-group.co.uk · 0345 241 2268

©2022 Concept Group. All rights reserved. Xerox®, CareAR™, and CareAR® Assist are trademarks of Xerox Corporation in the United States and/or other countries. XBS0722



**concept**

A **XEROX™** Business Solutions Company