



Banking

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:

- Install, support, security and troubleshooting at data centre operations
- Fully auditable IT tech trouble shooting sessions with 'See what I see' functionality
- ATM and site equipment repair and troubleshooting
- Upskilling junior repair technicians

THE CHALLENGE

- Experienced technicians in short supply
- Upskilling junior workforce
- Cost of training
- Travel time to disperse premises
- Preference for offsite work at IT/Data Server sites

THE SOLUTION

- CareAR Assist to help troubleshoot and resolve IT server, install issues
- CareAR Assist empower remote visit by vendor techs for critical maintenance

THE BENEFITS

- Faster resolution and higher first-time fix rates to reduce downtime
- Reduces skill gap through knowledge transfer
- Reduces travel costs with robust remote support options
- Avoids access issues to sensitive sites



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Learn more about how CareAR solutions can make support easy at concept-group.co.uk

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