



Telecom

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:

- Faster equipment installation with multiple remote in-person service calls
- Virtual inspection, repair, and maintenance
- Phone tower and cable installation, repair and maintenance via remote and drone assistance

THE CHALLENGE

- Experienced technicians in emerging technologies in short supply
- Cost of downtime
- Cost of training
- Unproductive travel time to remote sites

THE SOLUTION

- CareAR Assist enables remote diagnosis, support, maintenance and repair.
- CareAR Instruct helps customers with self-serve AR instructions
- CareAR Insight combined with IoT (Internet of Things) to AR-enable predictive maintenance

THE BENEFITS

- Improve time fix rates to supercharge customer service
- Decrease downtime and costly service dispatches to save on service cost
- Expand service coverage with techs using remote visits for maintenance and repair
- Upskill technicians with remote access to experts and training



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Learn more about how CareAR solutions can make support easy at itecgroup.co.uk

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