



Home Services

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:

- Heating, air conditioning and boiler support makes diagnosis and sends properly trained and equipped technician
- Pest control company is able to provide a quote on the spot
- Appliance repairer can support in real-time with annotated session via customer's phone
- Home warranty issues resolved without dispatch
- Order right parts first time



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

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THE CHALLENGE

- Unproductive travel time
- Requirement for multiple visits
- Pressure from competition
- Unpredicted demand surges can lose business
- Travel often required for complex quotes

THE SOLUTION

- CareAR Assist enables technicians to cover more territory
- Know before you go cuts travel requirement
- Real-time quotes enabled

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
- Improved customer satisfaction and repeat business



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