



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 arenagroup.net

arenagroup.net • 0344 863 8000

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

 **Arena Group** | A **XEROX™** Business Solutions Company