



IT 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:

- Visual troubleshooting for fast, first-call resolutions and fewer dispatches for IT Service Management
- Installation, support, security and troubleshooting for data centre operations
- Remote support and training to upskill less experienced technicians
- Instructional content for customers and field technicians



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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

- Skills shortage, aging workforce, reduced in-house staff
- Expensive downtime
- Security and compliance
- Access to sensitive IT and data server premises

THE SOLUTION

- CareAR Assist enables remote troubleshooting and resolution
- Vendor technicians can remotely access for maintenance and consultation
- Support for on-site staff to accurately diagnose and resolve

THE BENEFITS

- Visual collaboration decreases downtime and dispatches
- Faster resolution times and higher first-time fix rates drive customer satisfaction
- Remote expert troubleshooting with full audit trail for secure data centre services



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