CareAR™
A Xerox Company

CASE STUDY

CareAR Expedites Printer Installation Impacted by Covid-19 International Border Closures

The Challenge

Gilmore Printing Services—one of Xerox's most important clients—was ready to install a sophisticated Xerox ink jet printer. However, the Trivor 2400 printer isn't easy to get up and running; it requires trained specialists, along with specific tools and techniques. The US-based installation team that usually handles such projects was all set to visit its neighbor up north, except for one wrinkle: restrictions due to the COVID-19 pandemic prevented them from crossing the border. "We had to find a way to close the gap, of not having our team physically there but yet provide the support that the local team had on site," said Carlos Lopez, systems engineer at Xerox. It needed a remote solution to assist the untrained team in Canada with the complicated set-up.

The Solution

Dan Banaszak, Xerox's vice president of global manufacturing, and Lopez used CareAR™ Assist to remotely walk the untrained Gilmore team through the two-week installation process, step-by-step. How did they communicate? With smartphone cameras and CareAR's real-time AR-powered video feed. The Canadians showed the trained Xerox team what they were looking at and the experts asked clarifying questions, provided guidance, and fixed mistakes.

"We would use the tool to show them what we are seeing," Lopez said. "Having that visual context of what they are seeing, gives us a way to easily troubleshoot the problem, and also allows us to narrow down the scope of where we should concentrate." For example, once Lopez understood the problem, he placed captions, such as: "Make sure this hose is tightly fastened," with an anchored arrow aimed at the point of contact for the hose.

> "We had originally planned to have this entire process finished by June 30, and despite hurdle after hurdle, we were successful on June 29."
>
> *Dan Banaszak,*
> *Vice President of Global Manufacturing,*
> *Xerox*

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ABOUT ORGANIZATION

For more than 100 years, Xerox has continually redefined the workplace experience. Harnessing our leadership position in office and production print technology, we've expanded into software and services to sustainably power today's workforce. From the office to industrial environments, our differentiated business solutions and financial services are designed to make every day work better for clients — no matter where that work is being done. Today, Xerox scientists and engineers are continuing our legacy of innovation with disruptive technologies in digital transformation, augmented reality, robotic process automation, additive manufacturing, Industrial Internet of Things and cleantech. Learn more at xerox.com.

Working with CareAR

Mission accomplished. Using CareAR, Banaszak and Lopez helped the untrained Gilmore team get the complex printer up and running—entirely remotely—one day ahead of schedule. "The Trivor requires special tools, special techniques," Banaszak said. "This was that Apollo 13 moment where we threw a bunch of things on the table and said, okay engineers, these guys are up in space, you can't get to them, you have to make this thing work."

CareAR's visual support tools really accelerated the process by helping with coaching, troubleshooting, pointing out which sections of machinery to focus on, correcting errors, and guiding remotely. And it prevented problems. Being able to talk to each other and add text, circles, and arrows to the live video feed—graphics that all stayed in place even as workers moved their phones—were critical, because if one wire was missed, an entire power supply could have been ruined.

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Another unexpected benefit was the ability to save this information for future use. "Being able to highlight certain regions within the machine with the arrows and adding text to the screen, not only were we able to highlight for them, but also document parts of the process that sometimes get missed," Lopez said. "Then we can use that feedback, so that the next time someone runs into a similar problem, we can have that information right there."

About CareAR

CareAR, A Xerox Company, is the Service Experience Management (SXM) leader. We make expertise accessible instantly for users through remote, live visual augmented reality and AI-driven interactions, instructions and insights as part of a seamless digital workflow experience. CareAR sets the benchmark for the SXM category, by bridging skills gaps, accelerating knowledge transfer, providing greater operational efficiencies, and enhancing customer outcomes and safety. Learn more at CareAR.com.

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