CAREAR™
A Xerox Company

CASE STUDY

Service IT Direct utilizes CareAR to power Smart Handz

Support Cost Savings

85%

Smart Handz can save customers up to 85% of their current support costs.

The Challenge

The service support industry is overdue for a change: service delays create frustration when remote agents or field technicians have skill gaps, lack necessary tools, or encounter unforeseen situations that prevent them from resolving issues on a timely basis.

The desire for real-time, virtual customer support is gaining momentum. COVID-19 has shifted people's mentality about in-person appointments and increased the use of virtual demonstrations for preventative health reasons. Fierce storms have shown the potential to disrupt power grids and transportation routes across the country. These challenges have increasingly shown a need for virtual support when local service agents can't travel safely to onsite locations to make a repair.

The Solution

Service IT Direct's new Smart Handz solution provides real-time visual augmented reality assistance, guidance, and compliance for onsite customers and field workers. It's the best of both worlds—virtual support by an expert who can see what customers see.

Customers no longer need to rely on only their local support agent—now they have access to a national network of agents best suited to address their needs. Remote experts can virtually assess the situation and visually guide customers and engineers, intuitively using a suite of augmented reality tools via desktop computer, mobile devices, or smart glasses, as if they were there in person.

Smart Handz's end-to-end integration allows customers to instantly capture images during the service session. This content is automatically saved in the Smart Handz secure cloud, enhancing knowledge transfer and ensuring proof of work completed for compliance.

SERVICE IT DIRECT
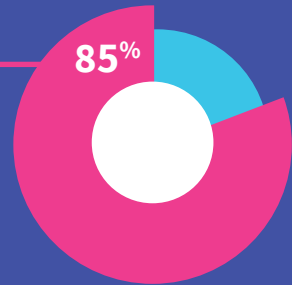
ABOUT ORGANIZATION

Since 1989, Service IT Direct has been providing the best mission-critical data center support services in the world. Service IT Direct successfully transitions clients from hardware/software support with tier one organizations, such as EMC, IBM, HP, Oracle/Sun, Cisco, Dell, NetApp, Hitachi, and DEC. Our IT service deliverables far exceed the OEM's standards and we are able to do it for less. We also provide other key data center professional services like managed back-up services, disaster recovery, system administration, data center relocations, IT asset disposition (ITAD), IT asset management (ITAM), installation / de-installation services, and a host of training offerings.

Working with CareAR

CareAR's augmented reality-powered remote support immensely improves Service IT Direct's customer service experience. The ability to communicate with customers remotely allows the company to connect with and support customers in hard-to-reach locations it wasn't able to access to before. It is also able to provide a far superior level of support to all customers, near and far, by making its expertise accessible, instantly. A user can show a remote expert what they are seeing with a mobile device's rear-facing camera, and that expert can draw circles, arrows, and other instructions to guide the user. Using this type of technology can save customers up to 85% of their support costs. Despite limited access to data centers, Service IT Direct can still give customers the level of service they are paying for and expect.

> Being able to communicate with a customer using augmented reality, gives us the ability to "touch and feel" what the customer is seeing, and allows us to support them from anywhere in the U.S. This allows Service IT Direct to support our customers on a much higher level, but also allows us to support locations we normally couldn't reach geographically. During uncertain times with limited access into data centers, we are still able to provide the level of support customers are paying for and expect from their support provider.
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> -**John Menth,**
> Director of Operations, Service IT Direct

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 skill gaps, accelerating knowledge transfer, providing greater operational efficiencies, and enhancing customer outcomes and safety. Learn more at CareAR.com.

Ready to change the way you do work with augmented reality?

Get your free trial at **CareAR.com/free-trial**

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