

CASE STUDY

CareAR Enables Remote Preventative Maintenance, Improved Customer Service and Savings for Visioneer



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“We wanted a competitive edge to service our customers more efficiently to prevent unnecessary downtime and reduce costs.”

*Jim Tamo,
Vice President of Sales North America,
Visioneer*

The Challenge

Visioneer, a Xerox partner, is licensed to provide remote support for document scanners. When clients call Visioneer about hardware issues, technical support teams sometimes have difficulty troubleshooting and resolving issues remotely. Technicians find the limited context that customers provide over the phone challenging—techs also need to see the issues to fix them. This results in extended downtime for customers and a higher cost of service for Visioneer when it must send technicians or replacement scanners to customers’ sites.

The Solution

Through its partnership with Xerox, Visioneer was introduced to the CareAR® Assist app. CareAR Assist is an augmented reality-based (AR) visual support platform that enables service management teams anywhere to provide real-time visual AR assistance and guidance to customers and field service teams. Remote agents and experts can virtually see the situation and then provide visual guidance to customers and service teams in the field, using a suite of AR tools via desktop computer, mobile device, smart glasses, or drones, as if they were there in person.

Additionally, CareAR Assist’s end-to-end integration allows users to instantly capture images and video recordings during a service session, creating content that is automatically saved in the secure CareAR cloud. This enhances future knowledge transfer and ensures proof that work has been completed and/or is in compliance.

visioneer®

ABOUT THE ORGANIZATION

Founded in 1992, Visioneer, Inc. is a leader in integrated document capture solutions, accelerating digital transformation for business and government clients in over 100 countries. Offering a broad range of software-enabled hardware products, Visioneer’s intelligent scanning software technology helps customers improve workflows and increase productivity by unlocking the valuable information trapped on paper. For nearly two decades, Visioneer has been a Xerox partner, licensed to build, sell, and rent stand-alone document scanners as well as provide on-site and remote support. It also provides professional scanning services. Learn more at www.visioneer.com and www.xeroxscanners.com.

Working with CareAR

With CareAR Assist, Visioneer's service support team can leverage AR to engage clients in a live, remote, HD-powered video session to see exactly what customers are seeing. During these collaborative sessions, technicians use enterprise-grade annotation tools that are built into the CareAR Assist app to quickly diagnose the issue and provide real-time guidance to customers to resolve the issue and/or validate claims. The ability to provide visual context enables techs to focus on troubleshooting and initiating the correct solution for the issue.

In the first 3 months of working with CareAR, Visioneer has achieved a 33% ROI through preventative maintenance. Remotely resolving customer issues without having to dispatch repair teams to a customer's site saved the expense of many truck rolls. In addition, by visually seeing the situation, Visioneer avoided the need to send costly replacement scanners.

“Customers expect full service support when they need help. Since being there in person is not always an option or the most efficient solution, CareAR provides precise identification of the support issue, ensuring that Visioneer's customer needs are addressed to their satisfaction. With so much innovation going into our products, we are excited to deliver the same level of innovation into our customer experience, while also providing cost savings to our service organization.”

-Jim Tamo,
Vice President of Sales North America,
Visioneer

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 (AR) and AI 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 transfers, providing greater operational efficiencies, and enhancing customer outcomes and safety. Learn more at [CareAR.com](https://carear.com).

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

Get your free trial at [CareAR.com/free-trial](https://carear.com/free-trial)