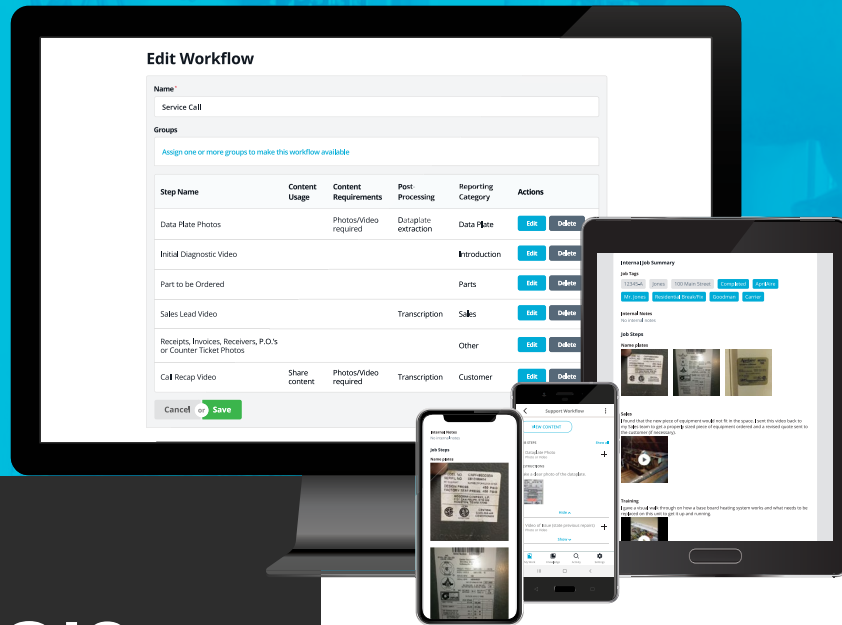




FREE ACCESS with no obligation through September 1, 2020.



Who is XOi?

XOi was designed with the field service industry in mind - to mitigate the effects of the skilled trades gap through the use of visual documentation and real-time remote video support.

As the COVID-19 pandemic continues to develop and evolve, we've realized that these capabilities have been extremely beneficial in helping our customers provide the highest level of service while keeping interactions (both internal between technicians and external with customers) to a minimum.

To help you and your team navigate this unprecedented global environment, **access to the XOi Vision app will be free to all new customers, with no obligation, until September 1, 2020.**

Techs Love It

Mitigate in-person contact between techs by leveraging live video support to communicate remotely.

Managers Love It

Monitor and validate work quality from afar through visual documentation.

Customers Love It

"See it to believe it." View the status of your equipment from the comfort of your home or office through the use of onsite photos and videos shared via easily accessible web-links.

Benefits of Using XOi

Efficiency

- Decrease non-billable costs
- Decrease time spent supporting technicians remotely
- Increase first-time fix rates
- Increase number of jobs completed per technician

Transparency

- Improved customer experience
- Increased market differentiation
- Increased work validation and quality control
- Increased insight into job activity and equipment history

Revenue and Profit Margins

- Increased opportunity creation and win rates
- Decreased call-backs
- Decreased second truck rolls
- Decreased number of customer disputes and credits

35% increase

in the number of service requests completed

24% increase

in the average revenue value of each service request

10% decrease

in the number of second truck rolls



“The XOi platform can be a huge benefit for us, as we can use it to virtually go over all our service calls and relay this information to our clients - all while respecting the 6-foot boundary rule.”

“XOi enables our pandemic response! We don’t have to engage customers directly to show them what we are doing.”

“With all distributor service managers working remotely, we are using XOi daily. One of my calls was with a tech over 80 miles away who needed detailed support on an RTU. All is well with him and his customer.”

“It allows our customers to use the camera and microphone on their phone to live-stream whatever problems they’re having to our staff that will do their best to do any and all diagnostics over the phone virtually.”

Q & A's

How can I build trust with my customers and still adhere to social distancing?

XOi gives you the capability to share content from workflows virtually, rather than in-person. This means customers receive video, photo, or written recaps of services performed without any face to face interaction required. Your customers know what to expect from your company's communication in sales, service, or installation. Furthermore, they know they are working with a company whose technicians are armed with the resources to do a thorough and complete job, the first time.

How can I limit exposure for my team members who may be at higher risk of complications from Covid-19?

For those in the specified age ranges or groups designated as higher risk of complications by the CDC, XOi allows you to leverage the knowledge of these individuals for use in a virtual environment. Adding recorded instructions to workflows, creating training content for the knowledge base, and supporting techs still in the field through our live call function are all ways to keep your highest risk employees engaged in the business while protecting their need for as much social distancing as possible.

How can I make sure my teams are providing high quality work but are on site for only the time required?

XOi provides the ability for Service Managers to remotely review work immediately, instead of traveling to the job site, or engaging in multiple diagnostic conversations. Techs use video instructions in the field, have a single place to find documents in the Knowledgebase, and are supported by our live call to finish the job as accurately and efficiently as possible. Our customers show an average of a 35% increase in service requests completed after implementing XOi. This means more jobs completed in less time with high quality, protecting your employees and your bottom line.

How can I grow and differentiate my business right now with the focus on social distancing?

XOi allows you to speak to a quality work recap with photo and video, delivered virtually after each visit. Combined with a team of techs supported by XOi resources, this creates a reliable, transparent experience for customers that builds trust and respects their safety. Heading to the bidding table with these processes already in place means organizations set themselves apart from competitors by being able to show exactly what their customer experience will look like on every visit.

Experienced techs are extremely valuable, how can I be sure a new technology won't over-burden them, especially in times like this?

XOi was created with simplicity in mind. In addition to being a straightforward mobile app on a tech's existing smartphone, the XOi app utilizes technologies like NLP, which allows a technician to simply speak while they record a video of their actions, capturing their words accurately and translating them into notes attached to the service record. No typing necessary. XOi's use of OCR technology means technicians simply capture a photo of a data-plate at the job site, and XOi extracts make, model, and serial number of the unit from the photo and tags the service record with that information. Again, no typing necessary. Users on XOi's platform average only 2 minutes of use to capture meaningful information shareable with both their companies and their customers. Full use of XOi's capabilities in a service organization means leaders and managers can be more focused on their own work. Newer team members have greater access to support to do their job the right way, resulting in less support calls coming to leaders/managers during the day while improving quality of work across the board.

How can I ensure that I'm sending a technician to a jobsite only when absolutely necessary? And, how can I ensure that I'm sending the right technician in an effort to cut down on their time there?

XOi's Live Call feature is the answer. Live Call can be used to connect with your customers to put eyes on the site and/or unit prior to making the decision to send a technician. Additionally, once you know what you're looking at, you can ensure that you're sending the right technician with the right skills in order to limit their time on site.

How can I reduce the need to send multiple employees to a job site right now?

XOi provides a multi-front solution for improving efficiency and reducing the need to send out another truck and employee. Technicians have access to detailed workflows that show them "what right looks like" for each step in a process through video, photo, or text instructions that must be completed for the job to be finished. Our customers use these workflows to institutionalize the knowledge of their leaders and make it readily available to their entire teams through the XOi platform. An additional benefit of our workflows is to have a step for capturing tech-identified sales opportunities in the field. Rather than send a separate sales team member to the job site, workflows allow you to prescribe what you would like a technician to look for, what video/photo content to capture, and have it sent directly to a member of the sales team for review through XOi. This helps our customers find more sales opportunities, deliver a higher speed to quote, and show customers exactly what is being quoted - all virtually and in consideration of social distancing. XOi also includes a knowledge base with roughly 50,000 pieces of content like wiring diagrams and manuals in order to support technicians in the field. Customers of XOi also bring their existing libraries of information into our platform, tagging all content to create a fully searchable source of relevant information for technicians to problem solve with. Finally, XOi's Live call functionality means that if your technician still needs help after using workflows, instructions, and the knowledge base, they can receive live support from a manager, journey person, or other leaders in your organization without having to bring them on site. The supporting technician will be able to see what the tech in the field is seeing, and use augmented reality tools to let them do things like pause, zoom in, and circle on the screen for collaborative problem solving - all done remotely. You can even have these interactions recorded and send them to the rest of your team as a virtual training!

Easy 2 Week Implementation

You don't have the time to worry about a lengthy implementation process.
We take care of the details to get you up and running as quickly as possible.

WEEK



Discovery & Kickoff

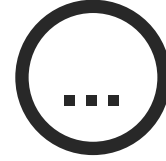
- We collect all onboarding information needed virtually through an online intake assessment and personnel form.
- Following the assessment, you will immediately be connected with a Customer Success Manager (CSM) to schedule a kickoff call.
- The kickoff call will cover:
 - Team introductions
 - In-depth overview of XO*i*
 - Demo of the XO*i* Vision app
- During the kickoff call, we will schedule a virtual training session.

WEEK



Training & Go-Live

- Your CSM will conduct a 1:1 training via a Live Webinar (1 hr).
- A Quick Start Onboarding Guide will be provided following the training session, which will include:
 - Demo videos
 - Reference materials
 - Important contact information



Continued Service

- CSM training followup call with leadership (30 min)
- Weekly usage reports
- Monthly check-ins (30 min)

