



THE BP GROUP

Equipment Intelligence Program



Existing solutions don't address the growing skills gap in the field service industry.

Field service management (FSM) software helps contractors schedule, route, and get techs to the job.



But FSM technology gets left in the truck, and skills and information gaps impact performance onsite.

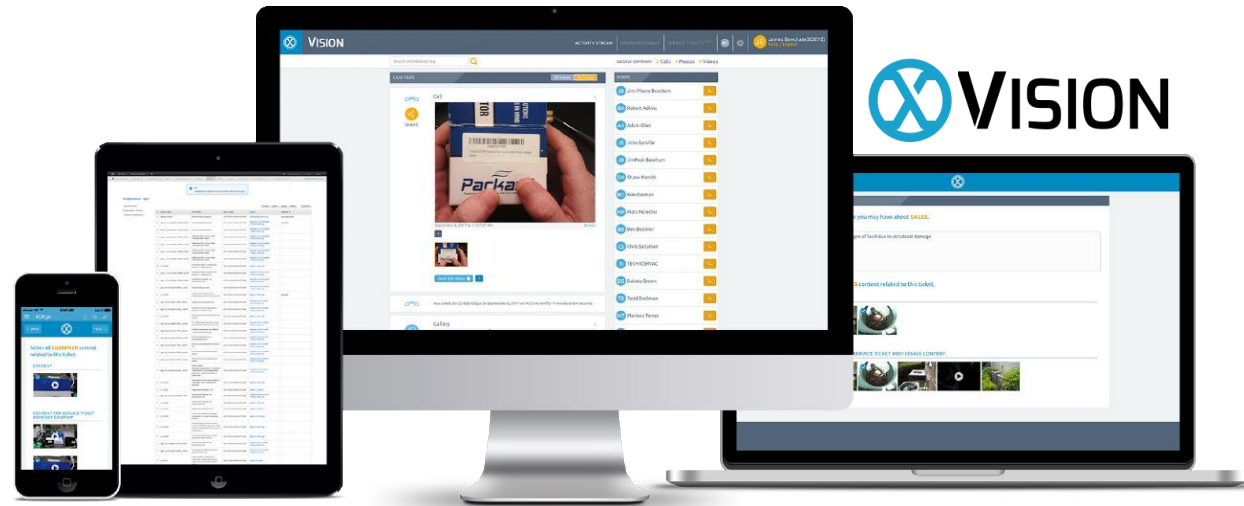
- Inexperienced techs
- Poor documentation of work
- Limited flow through of information to clients
- Incorrect/missing equipment info on each site



Result:

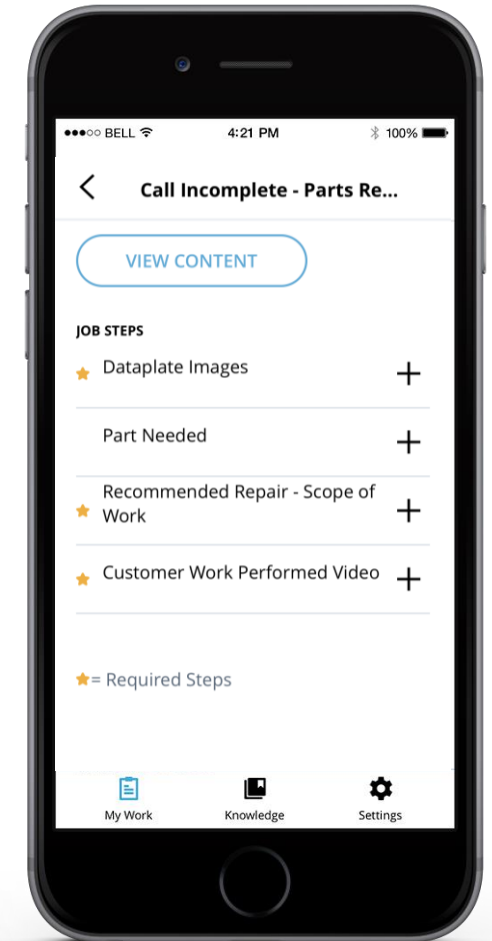
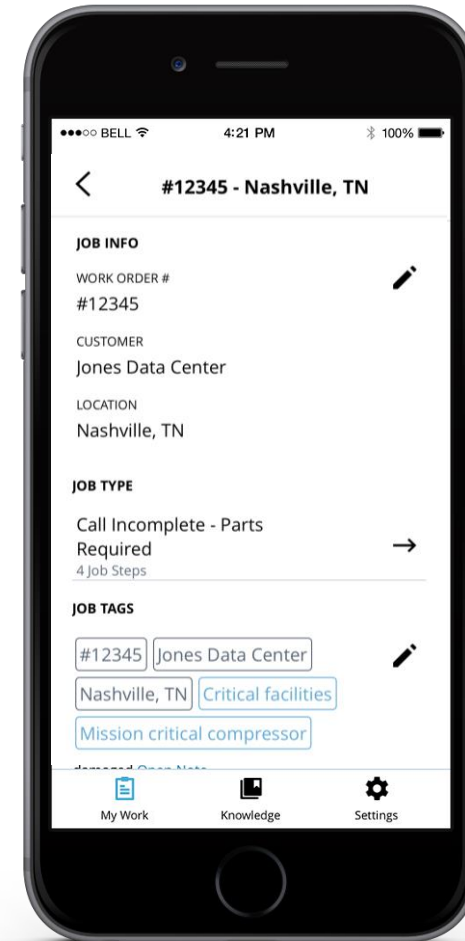
- Fewer Jobs completed
- Higher insurance costs due to lack of proof of work conditions
- Expensive second truck rolls
- Lower revenue as customer quotes go unfilled

XOi's platform uses video, customizable workflows, and artificial intelligence to address this gap.



Capturing Content

- BP technicians capture work performed and site conditions with photo and video securely upload to cloud
- Workflow automation: prompt user across customizable workflows to guide work performed
- <https://vision.xoeye.io/partners/583c841a7da8ec17860be5dc/content/f5837fd5-6d6e-4eeb-9e32-d9bbd3992e6e>
(Technician video of damaged ceiling tiles before starting work)



Customer Engagement

- With the captured content, the technicians can provide a level of trust and transparency that customers expect.
- Customers feel more comfortable and confident in their understanding of equipment issues and resolutions after viewing the content.
- Help's inform and educate your customer by enabling you to communicate on the service provided, any service-related issues, and any recommendations you make for the betterment of their home or building.
- <https://vision.xoeye.io/partners/583c841a7da8ec17860be5dc/activity/deffd213-efcb-47f6-a7f9-3ecf241ad229>
(Technician proposing work during preventative maintenance.)

Content Usage in the Office

- After a technician captures content, the content is available to the entire office.
- Estimators use captured content to get quicker estimates from sub-vendors due to them not having to visit site. This saves time and money by not having to send the vendor to the job
- Purchasers use content to accurately order parts. XOi reduces the chance of ordering the incorrect part. XOi also allows some flexibility to order substitutes, rather than always going OEM, when the specs are listed on an equipment tag.
- The sales team attaches videos and pictures to proposals. Content gives clients the ability to pair the technical notes within the service ticket with a visual diagnose of the issue at hand. It also allows the client to fully comprehend the severity of the issue, which aids clients with quick time decision making.



XOi Vision™ empowers the BP Group and its customers to be more efficient.

35%

Increase

in completed service requests

24%

Increase

in revenue value of service request

10%

Decrease

in second
truck rolls

EQUIPMENT TAGGING



Readable Equipment Data Interface

Combining NFC Tag technology and a cloud-based platform that adds a unique and secure digital identity to every piece of equipment

EQUIPMENT TAGGING

Asset tags connect equipment data with any authorized service technician's mobile device including:

- **make/model/serial #**
- **inspection history**
- **repair history**

Building staff can also initiate various actions including creating a service request

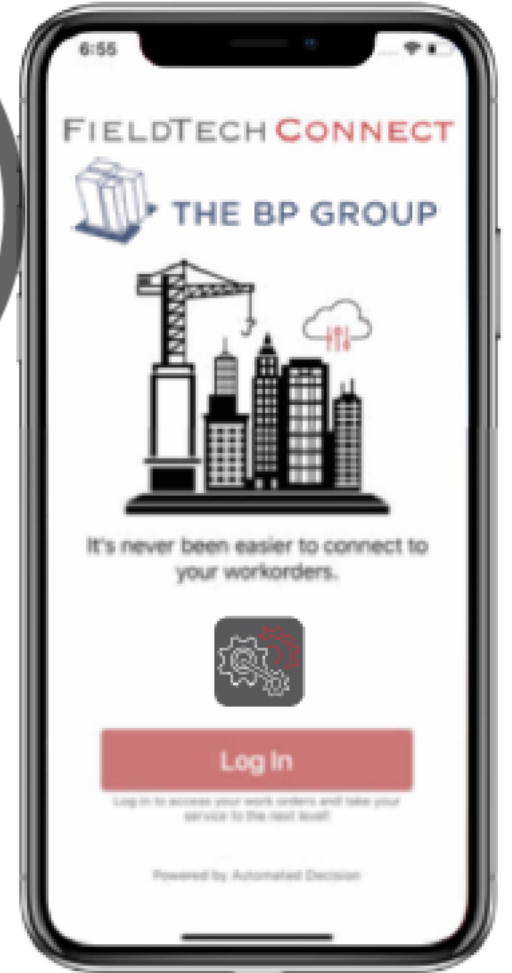


EQUIPMENT INTELLIGENCE

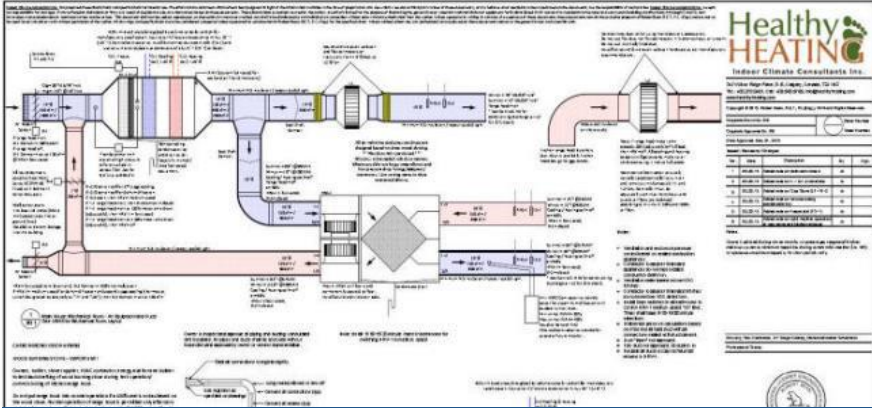


EQUIP ID: MOBILE CONTENT DELIVERY PLATFORM FOR SERVICE TECHNICIANS

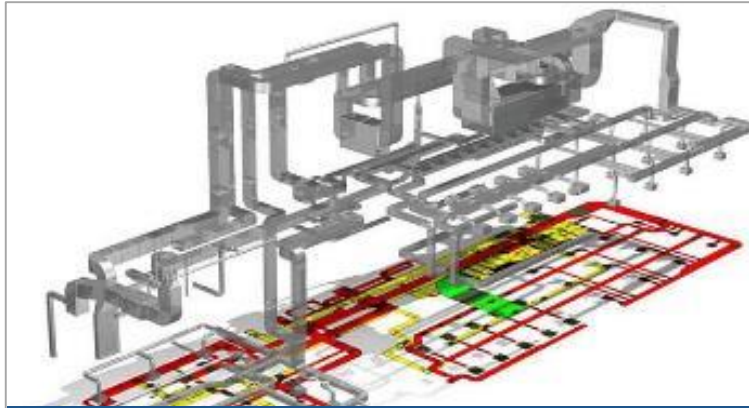
Equip ID aggregates siloed equipment data and supportive content, captured and curated from public and private sources, and converts it into actionable insights – “**equipment intelligence**” - delivered to service technicians at the repair site



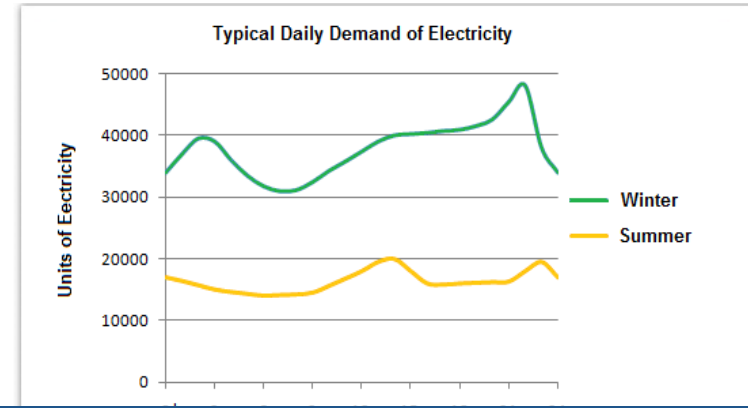
COMPONENTS OF EQUIPMENT INTELLIGENCE



CORE EQUIPMENT DATA, WARRANTY, MANUALS & TECHNICAL DOCUMENTATION FROM OEM



SUPPORTIVE CONTENT, BENCHMARKS & ALERTS FROM WEB; REPAIR HISTORY, PERFORMANCE MEASUREMENTS FROM CONTRACTOR CRM SYSTEMS



ON-DEMAND TECHNICIAN UPSKILLING, CERTIFICATION & TRAINING



EQUIPMENT OWNER TASK LISTS; INSURER & REGULATORY COMPLIANCE REQUIREMENTS

SERVICE COMPANY BENEFITS

PROVIDING SERVICE TECHNICIANS
WITH DATA & SUPPORTIVE CONTENT DIRECTLY
IMPACTS SERVICE COMPANIES' BOTTOM LINE

- IMPROVES FIRST-TIME FIX RATES
- FASTER COMPLETION TIMES
- REDUCES EQUIPMENT DOWNTIME
- MORE SERVICE CALLS
- INCREASED REVENUE
- SIGNIFICANT ROI



EQUIPMENT OWNER BENEFITS

VISIBILITY INTO TENANT MAINTENANCE MANAGEMENT

Lease tenants are responsible for maintaining their equipment, but few are doing it. According to our data, only 12% of tenants are currently maintaining the building owners' equipment properly. Equipment Inventory provides proof of tenant equipment maintenance.

BETTER RFPS

Equipment owner and engineering staff have equipment inventory in digital format to provide to service companies and enable better RFPS

INSPECTION & COMPLIANCE

Provide correct documentation to inspectors. Demonstrates to inspectors that your equipment meets certification requirements.

BETTER PARTS INVENTORY

Better manage inventory of replacement parts on site

EQUIPMENT STANDARDS

Typically, a company will purchase multiple quantities of equipment from a single manufacturer. An equipment inventory ensures equipment standards are maintained

BETTER REPLACEMENT PROGRAM

Can accurately track equipment based on age

BETTER WARRANTY MANAGEMENT

Accurately track warranty data and eliminate unnecessary repair & maintenance spend. Ensure insurers that warranty program compliance is enforced

NYC LOCAL 94 / BUILDING ENGINEER BENEFITS

ASSET REGISTER

A list of assets by site

- Asset Profile including Make, Model, Serial, Age, Condition
- What Service Company is servicing it
- Photos
- Manuals/Wiring Diagrams
- Ability to share with a new contractor who is bidding on a maintenance contract

ENURES ENGINEERS HAVE ACCESS TO:

- Mandatory Task Lists
- Insurance Company Requirements
- Equipment Warranty Requirements
- Safety Training
- PPE requirements
- Custom Compliance
- Questionnaires
- Depreciation Rules

REPAIR/REPLACE/RETROFIT SUPPORT

Easily pull up asset info and service history

TECHNICAL BULLETINS & RECALL INFO

Updates and alert information posted by companies can be sent to texted to mobile devices of engineering staff

EASY COMPLIANCE REPORTING

Detailed event reporting and analytics Portal allows building staff to quickly demonstrate compliance validation requirements by lessors, insurance companies, regulatory agencies, etc.

CREATES SAFE ENVIRONMENT

- Best Management Practice (BMP) Bulletins
- Building Department - Local State & Federal Violations
- Fire Department Violations to be mitigated
- OSHA certificate verification
- MSDS - Material Safety Data Sheets

IoT AND ENERGY DATA

Seamlessly display all information captured from other data or user input sources