

## About Predii

Predii is an Enterprise AI Software Company based in Palo Alto, CA and Pune, India. Our validated AI platform has been purpose-built to extract predictive and prescriptive insights from unstructured textual, sensor, and procedural data in the automotive aftermarket and service business. Predii's patented AI engine is currently processing 2+ billion historical repair jobs monthly. Our 7+ years NLP and domain expertise enable industry leading companies to leverage previously unused data to increase aftersales revenue, drive product innovation, and support data-driven decision-making strategies.

Predii has been recognized by Gartner, ABI Research, and the Industrial IoT Solutions World Congress for our focus in Applied AI in repair and maintenance.

## Problem

Customers in the 'Smart Era' expect a level of uptime, monitoring, and support excellence that can only be achieved by successfully transforming from heuristics-driven operations to data-driven service delivery. The parts and servicing ecosystem creates incredibly valuable data that comes in a wide variety of sources, formats, and company-specific noise. Insights mined from this data are an incredibly valuable asset for OEMs and service providers.

However, traditional analytic tools struggle with extracting most of this unstructured data, and the available AI tools require heavy involvement from expensive data science teams. Predii's prebuilt models extract from operational data what issue caused the customer to initiate servicing, what the ultimate resolution to their issue was, and which decisions were made along the way. These building blocks power the Predii Smart Servicing® Cloud.

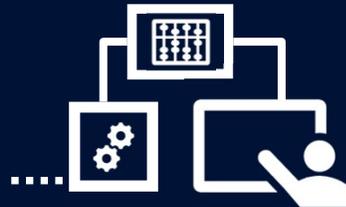
## PREDII SMART SERVICING® CLOUD TECHNOLOGY



Purpose-built  
AI Platform



Automatic Ontology  
Discovery Tools



Run-time Engine



Dashboard

Patent #10,157,347

The patented Predii Platform is adaptable, scalable, and configurable to rapidly discover, aggregate, and correlate the intent in an enterprise's servicing data in order to power smart service delivery, without heavy lifting by data science teams. "It should just work" - and we make that happen. For example, field service technicians capture the essence of diagnostic, prognostic, parts and labor work efforts in the form of free text notes. We automatically discover and extract actionable insights across millions of these, and other types, of "technician speak" service data.

# Predii Offering

Predii has deployed commercial grade solutions in the Automotive industry. More than two billion service jobs and 500+ billion documents are processed every month by the Predii Smart Servicing® Cloud, powering a variety of use cases. Predii and Predii-powered solutions are used across North America and the UK, relied upon by hundreds of thousands of technicians and other service professionals every day. Our customer's uptime, first-time-fix, NPS, time-to-repair, servicing revenue, and other service delivery metrics have been dramatically improved by working with Predii.



**Performance Intelligence**  
Reveal opportunities for parts/service marketing, cost cutting; Improve service business assessment, reporting, strategy.



**Voice of the Customer**  
Identify the top complaints and issues customers experience.



**Predictive Maintenance**  
Predicting equipment failure events to empower service plans with stronger preventive maintenance schedules.



**Durability Engineering**  
Equipment failure analytics. Which components failed – where, when, and why.



**Safety Analytics**  
Early indication & prediction on failure rates related to safety concerns (component & feature level)



**Intelligent Dispatch**  
Help dispatchers achieve better first call completion metrics, by ensuring the right technician arrives with the right parts.



**Smart Products**  
Servicing Products made possible by Predii Insights.



**Parts & Service Marketing**  
Identify top performing and underperforming parts and service transaction opportunities.



**Prescriptive Resolutions**  
Guidance through the repair process, assisting technicians with insights. Improve repair time and accuracy.

## Business Model

### Enterprise AI License

Subscription-based Data Processing (SaaS)

- Cloud-based AI platform for your parts & service data
- Full services to configure and adapt Predii to your data sources in the cloud
- API and Custom Dashboards

### Insights License

Automotive aftermarket insights

- Parts & Service intelligence

## Team



**Tilak Kasturi**  
CEO and Founder



**Aniket Dalal**  
Chief Technology Officer



**Hieu Ho**  
VP of Engineering



**Mark Seng**  
VP of Business Development



**Nadja De Maeseneer**  
Product Marketing Manager

## Advisory Board



**Babak Hodjat**  
Vice President of Evolutionary AI, Cognizant



**John Redgrave**  
Co-Founder/CEO, Sentropy Technologies



**Michael Becker**  
Managing Partner, Identity Praxis



**Arwed Niestroj**  
COO, Sakuu Corporation