PREDII

Frequently Asked Questions

WHAT DOES PREDII DO?

The Predii Smart Servicing® Cloud processes historical enterprise data in order to improve customer service delivery. Predii improves enterprise service revenue, service product portfolios, servicing costs, first-time-fix rates, NPS and other critical servicing metrics.

Predii products support use cases in two categories:
Service Intelligence: 'Upstream' analytics, insights created to assess the entire servicing ecosystem.
Repair Intelligence: 'Downstream' analytics that guide service employees through individual service events 'at the edge.'

WHAT DATA DOES PREDII PROCESS?

Predii processes historical servicing data that the enterprise provides. Predii does not collect data or offer data collection mechanisms.

The three basic data types Predii uses are:

- Unstructured Textual Data: service orders, technician notes, maintenance logs, customer call transcripts, parts transactions, surveys, social media textual data, warranty claims, knowledge base articles and more.
- Sensor Data: data coming from onboard sensors and computers embedded in the given asset.
- Manuals & Official Procedural Data: product manuals, technical service bulletins, specifications and more.

WHAT INSIGHT DOES PREDII PRODUCE?

Predii extracts information from noisy servicing events in a consistent and accurate manner, scaled across the entire servicing ecosystem, providing aggregated insights to our customers to power data-driven service products, operations, and reporting.

At a fundamental level, Predii extracts:

- What issue prompted the (servicing) event? (Complaint, Cause)
- What resolved the servicing event? (Correction)
- What decisions were made along the way? (Tribal Knowledge)

HOW ARE PREDII INSIGHTS USED BY CUSTOMERS?

The Predii Platform provides insights via API and via the Predii Dashboard. Predii insights are integrated into our customer's servicing products, transforming their value, and also worked into our customer's servicing operations, improving their performance.

WHAT IS THE PREDII ADVANTAGE?

There are three main distinctive elements that make up the Predii difference:

- "Build your own AI" initiatives at global enterprises result spaghetti code combinations of dozens if not hundreds of microservices that were not designed to operate together.
- Other comprehensive AI Platforms were not constructed with the depth and focus Predii maintains on understanding the technician as a source of data.
- Predii's ontology-based processing and patented Automatic Ontology Discovery technology enable rapid adaptation to niche expert-driven domains and their respective data.

Predii provides all-in-one data in, insights out processing while also maintaining the accuracy, efficiency, and domain relevance of in-house experts.

WHAT IS THE PREDII BUSINESS MODEL?

Predii provides data processing as a service, licensed on a monthly SaaS model. Included in the license are the Predii Smart Servicing® Cloud, the Predii Secure Cloud Runtime Engine, Predii Automatic Ontology Discovery tools, the Predii API, the Predii Dashboard, and configuration to the customer's business and use case

IS PREDII CLOUD NATIVE?

Predii operates both on cloud and on prem, depending on the needs of our customers. Predii uses Microsoft Azure.

IS PREDII SECURE?

Security is a top priority for Predii, and a dedicated Security team operates Predii's security program. The Predii Security Team institutes and maintains industry best practices. Predii uses Microsoft Azure, and is SOC2 Compliant. Predii does not use or require PII data.

CAN PREDII INSIGHTS BE USED IN MY OWN VISUALIZATION & BI TOOLS?

Yes – Predii is designed to provide aggregated insights via API that plug into your existing workflows and dashboards.

WHAT INDUSTRIES DOES PREDII WORK IN?

The primary source of data for Predii is the technician interaction. Predii has to-date been deployed in the automotive industry and commercial equipment industry, and its models are abstracted to create immediate value for any technician-centric workflow regardless of the equipment they are working on.