



Executive Summary

Predii – Smart Servicing® with AI

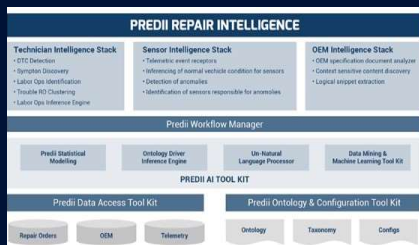
About Predii

Discovering product-specific complaint, cause, and correction data from unstructured textual input forms in repair orders is not something standard analytics providers do well. The Predii Smart Servicing® Cloud is a patented augmented analytics platform for service organizations that makes sense out of repair orders, warranty claims, maintenance logs and more. It provides a suite of insights and solutions that impact both individual servicing events at the 'edge' and overall servicing management at the headquarters. You can think of the output as 'recreating the expertise of a master technician' - and being able to digitally apply that expertise across multiple data streams and operational roles, enterprise-wide. Predii is based in Silicon Valley and founded by proven enterprise software executives. Predii-powered Smart Servicing products are deployed in North America and the UK. Predii's customers include Nissan, Mercedes-Benz, Snap-on, Mitchell1, Hobart Service and more.

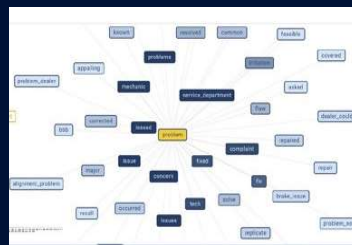
Problem

We now live in the 'Smart Era,' and customers 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 servicing ecosystem creates incredibly valuable data that comes in a wide variety of sources, formats, and company-specific noise. Unfortunately, this operational data is less foundational to servicing improvement products and initiatives than it should be. Much of the most valuable unstructured data is extremely difficult for OEMs and service providers to leverage in an agile manner, 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.

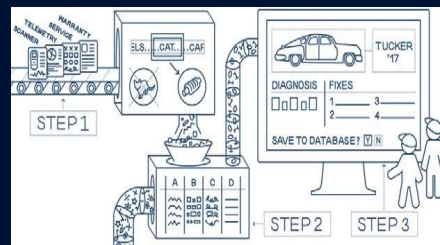
PREDII SMART SERVICING® CLOUD TECHNOLOGY



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.

Business Model

The Predii Smart Servicing Cloud® includes:

- Subscription-based Data Processing (SaaS)
- Tools and a run-time engine that works in a dockerized cloud environment
- Full services to configure and adapt Predii to your data sources in the cloud
- API and Sample Visualizations

For government contracts, our platform modules and models can be configured to work inside government cloud networks and existing tools.



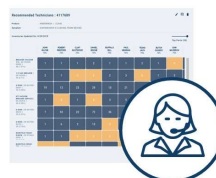
Predii-Powered Products



Snap-on Zeus™
Diagnostic Scanner
Guided Repair



AutoAnalytix™
Durability
Design Intelligence



Predii TechSelect
Dispatching
Intelligence



Mitchell1
ProDemand™
Repair Information

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, producing deep insights that guide repairs, improve dispatching, reveal component failure patterns, and more. 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.

Team



Tilak Kasturi
CEO and Founder



Aniket Dalal
Chief Technology Officer



Hieu Ho
Director of Engineering



Nadja De Maeseneer
Product Marketing Manager

Advisory Board



Babak Hodjat
Vice President of
Evolutionary AI, Cognizant



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