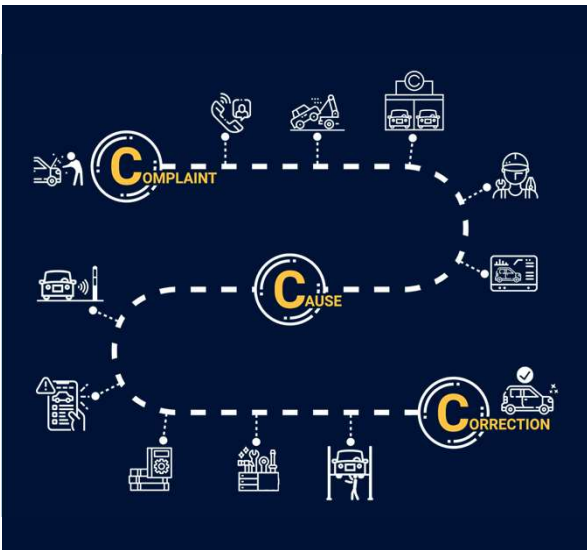




Predii Smart Servicing® Cloud

EXTRACT MEANINGFUL INSIGHTS FROM YOUR SERVICING OPERATIONS DATA

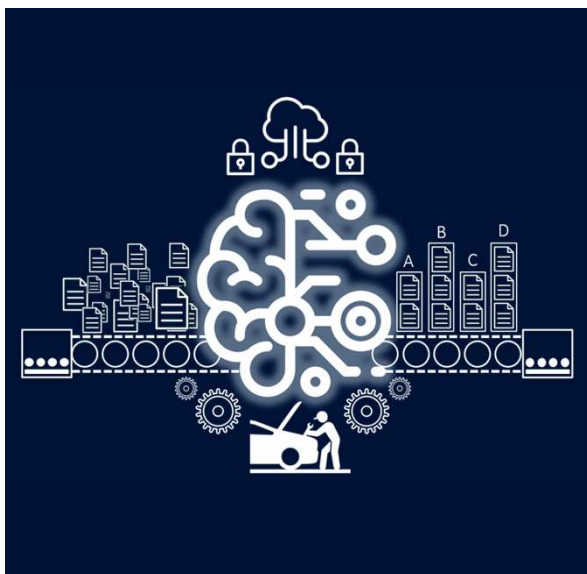
The Predii Smart Servicing® Cloud uses prebuilt processing models to extract from operational data what issue caused the customer to initiate servicing, what the ultimate resolution to their issue was, and the decisions that were made along the way. It provides a suite of insights and solutions that impact both individual servicing events at the 'edge' and overall servicing management at the headquarters.



EACH TOUCHPOINT IN SERVICE CREATES DATA

Numerous decisions are required to resolving customer service events. In each of these engagements, service providers are using the available information and their expertise to determine the issue the customer is experiencing, the root cause of that issue, what parts are needed to resolve it and their proper installation procedures.

This process both accesses and creates imperfect information that service providers are constantly on a mission to improve. Insights mined from these aftersales engagements transform customer uptime, first-time-fix, service revenue, and NPS.



PREDII IS BUILT TO UNDERSTAND SERVICING DATA.

The Predii Smart Servicing® Cloud rapidly extracts meaningful insights from unstructured servicing data. Our platform includes data-discovery algorithms specifically tuned to complaint, cause, and correction. Our cloud-native, scalable, and secure processing engines extract enterprise-specific insights from more than 500 billion documents monthly. Most importantly, our platform's technology is built to adapt to domain-specific information: it learns the tribal knowledge of an enterprise and extracts it from previously 'dark' data. Predii is moving the industry beyond the standard business intelligence, analytics, and AI tools that struggle accurately processing servicing data.

PREDII ENABLES DATA-DRIVEN AFTERSALES TRANSFORMATION.

Predii helps the enterprise jump the gap between having data and using data. These solutions are offered through two products:

Service Intelligence: 'Upstream' analytics created to assess the entire servicing ecosystem. These insights help executives understand events in the field, improve business assessment, reporting, and strategy. Quality engineering, parts marketing, product management and others use Predii Service Intelligence to understand performance.

Repair Intelligence: 'Downstream' analytics 'at the edge' that guide service employees through individual service events. These insights provide decision assistance to technicians, dispatchers, and others, to ensure service satisfaction



PREDII PLATFORM TECHNOLOGY

Key aspects of Predii's patented technology are its **Automatic Ontology Discovery**, **Domain Specific Natural Language Processing**, and its **scalable AI pipeline** for time series and unstructured data sources.

Ontologies are formal naming and definitions of types, properties, and interrelationships of the entities that fundamentally exist for a particular domain. At a high level, what ontologies do is replicate expert interpretation of how your data operates in the real world. Most enterprises do not have high-quality ontologies and creating them is difficult. The Predii difference is our Automatic Ontology Discovery, which rapidly accelerates the creation of accurate and comprehensive Ontologies.

The result of having a strong ontology-based processing platform is:

1. First, the ability to handle any sort of unstructured data in your systems
2. Second, the ability to automatically apply a tag to any aspect of this data
3. Third, to discover and extract the insights that can be applied to assist an expert

PREDII NATURAL LANGUAGE PROCESSING ENGINES

Predii processing involves a highly **advanced suite of Natural Language Processing (NLP)** componentry, build to understand the true meaning locked within unstructured text. Different than standard text analytics these NLP features replicate "understanding" of the true intent of servicing data. They build the context of how words are used within a sentence, understanding the true meaning of the data recorded, extracting real intelligence.

Each enterprise has their own component terminology, naming patterns and shorthand for the thousands of parts that make up mission-critical assets. **Predii Component Discovery's ability to correctly identify the component being addressed in the data unlocks the rest of servicing analytics.** Included in Predii's capabilities are longest matching string detection, negative list filtering, part of speech and phrase identification, synonym discovery, deep learning techniques and more.