

# Know-how. Right now.

Real-Time Field Service Knowledge Platform





**Your business  
runs on  
Know-how**



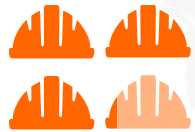
Know-how  
is your  
raw material



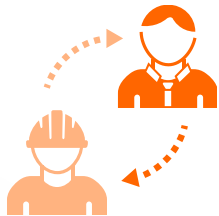
**It's what  
you use to  
deliver value**

# And now, that Know-how is not readily available

## Skill shortage



**31M**  
Retired  
Baby Boomers  
as of 2020



**Untrained  
replacement  
workforce**  
Millennials lack  
know-how and seek  
white-collar jobs

## Rising costs



**4.6%**  
Salary increase  
over 12 months, Sept 2021



**30.1%**  
Transportation  
cost increase  
over 12 months, 2021



**COVID 19**  
Is restricting operations  
and shrinking workforces



Decrease in  
customer  
experience &  
quality of service



Increase in  
need for training



Increase in  
operational  
downtime

**For continuous success  
operations need  
problem-solving expertise  
at-the-ready**



# Opsivity gives you know-how, right now



Maximize uptime and efficiency by connecting Field Teams with Operational expertise

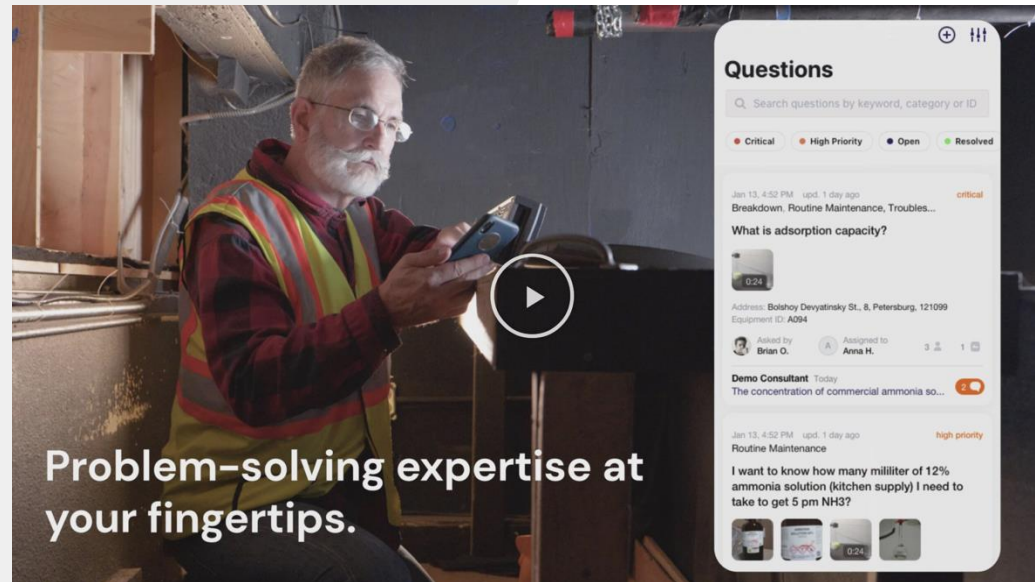


Accelerate onboarding of new hires using the know-how of your most experienced people



Make collaboration easy for faster solutions to break-fix, maintenance and inspection

# Your central KnowledgeBase to drive excellence in the field



Problem-solving expertise at your fingertips.

## Build

Pool all your operational knowledge into a KnowledgeBase

## Share

Connect your workforce to put Know-how into everyone's hands

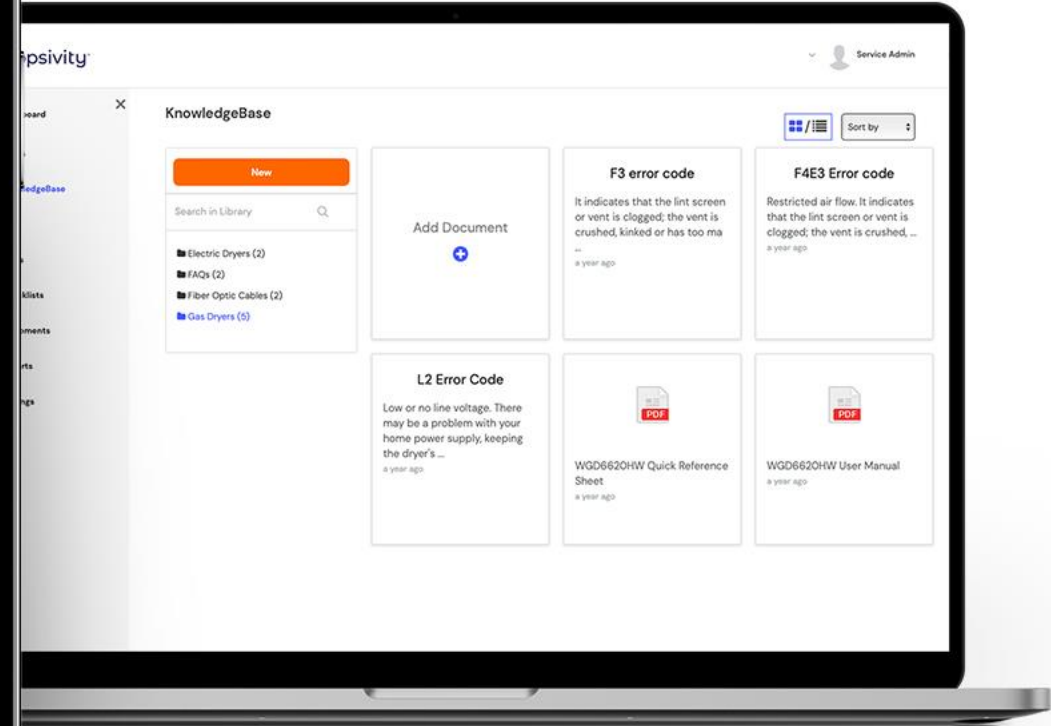
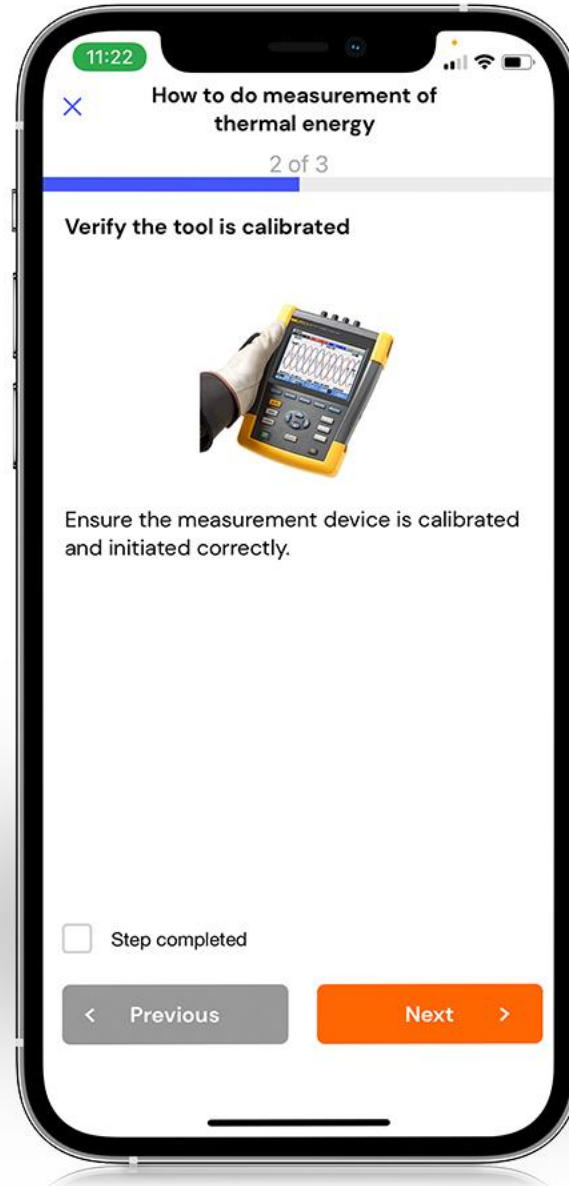
## Scale

Grow smarter and more efficient with increased usage



# Digitize and organize all of your operational knowledge

- Create effective checklists with easy-to-use templates
- Upload instructional videos
- Add photos of common equipment, plant, and scenarios
- Upload diagrams and schematics
- Publish product specifications



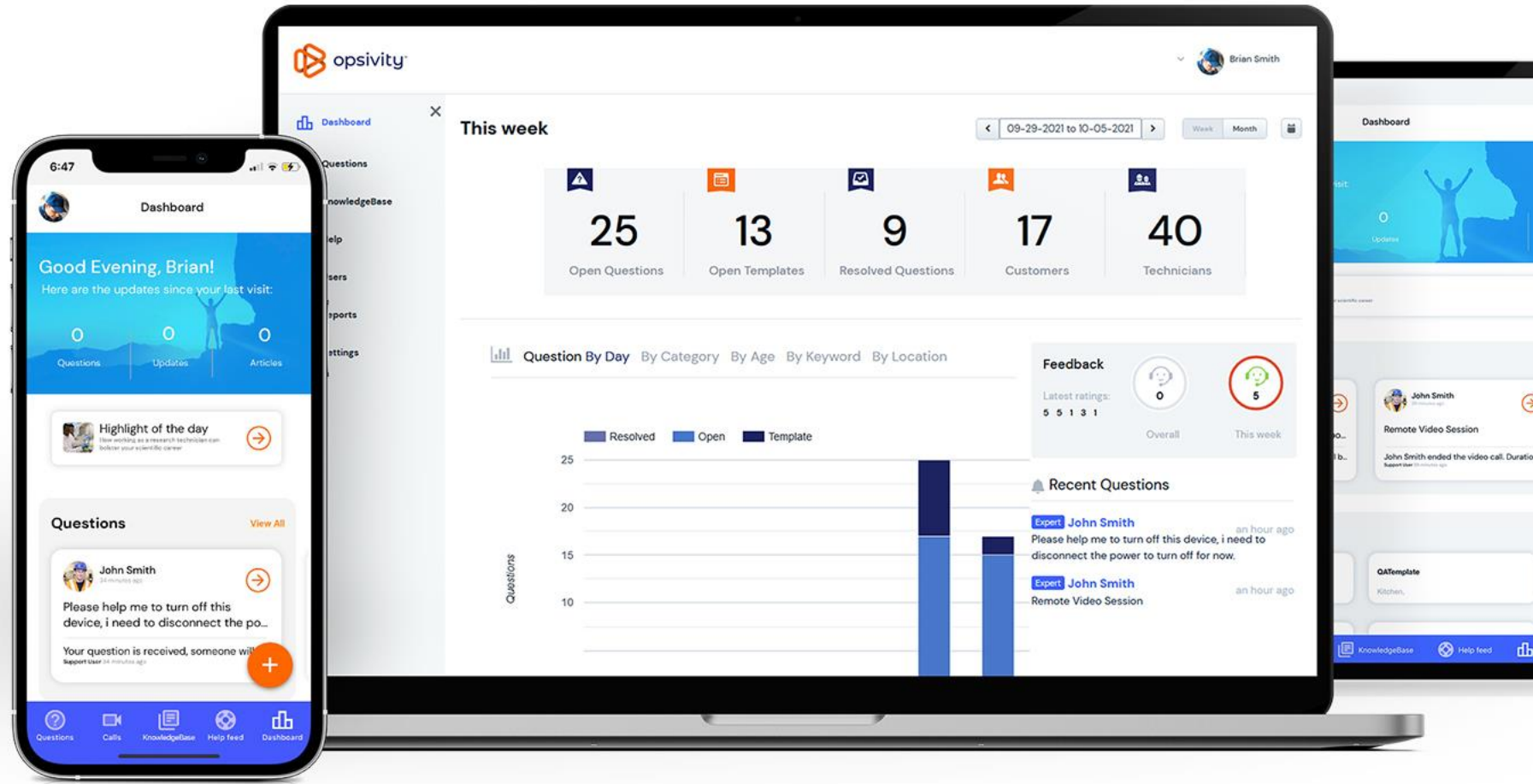
# Put knowledge into everyone's hands

- User questions are analyzed by Natural Language Processing (NLP)
- User can report issues with pictures or videos
- Relevant information is instantly served from KnowledgeBase
- Proactive Smart Recommendations based on prior successful solutions



# Get smarter with more usage

- Opsivity's KnowledgeBase is continually enhanced with every live video chat, text, AR-enabled video feed, annotation, checklist—every interaction
- Expand search capabilities using contextual data and object recognition



# And increase your bottom line



Increase your  
**first call  
resolution  
rate**

Handle more issues  
on the first visit by a  
technician



Decrease your  
**truck-roll  
numbers**

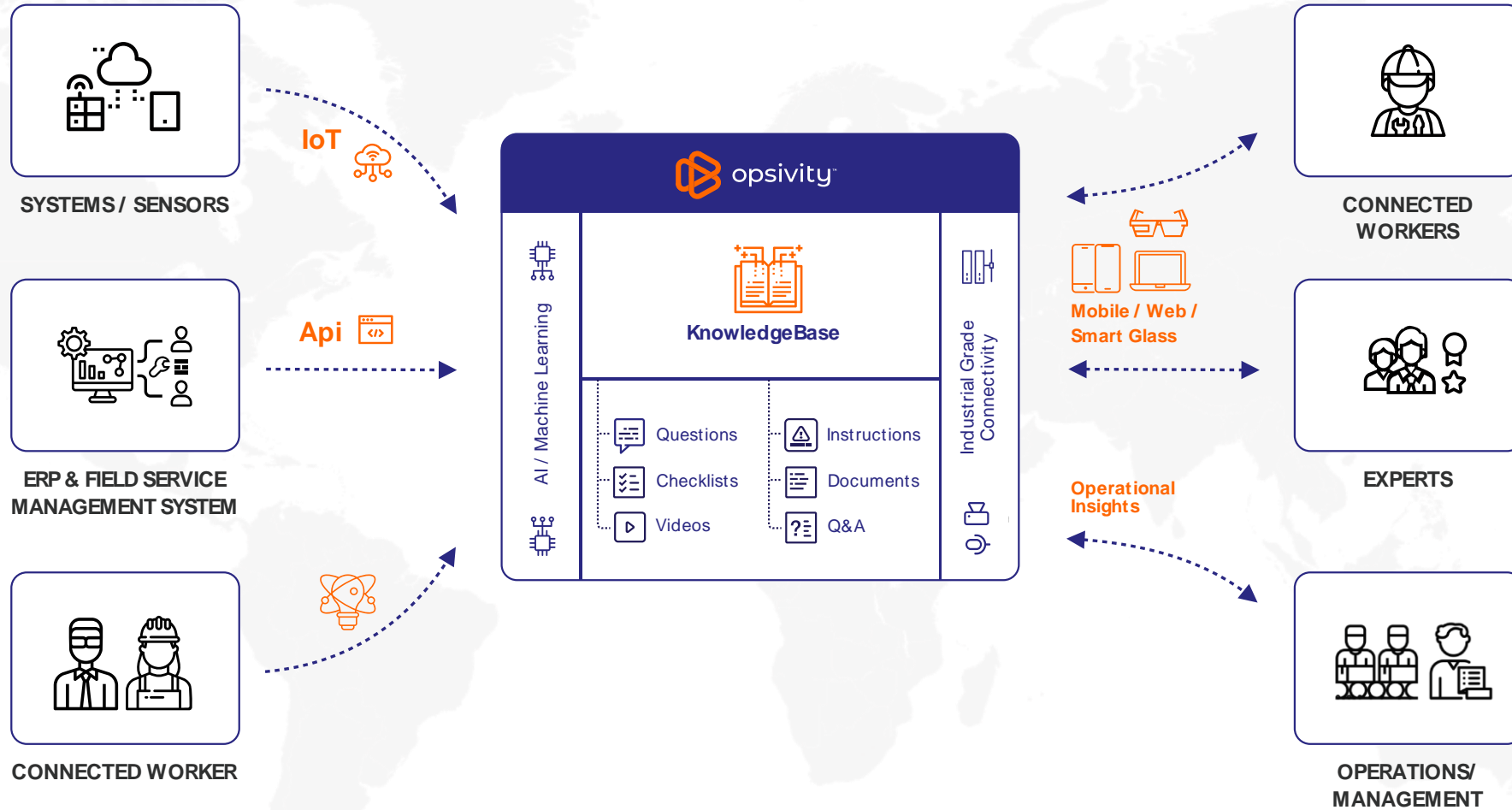
Dispatch less  
technicians and  
respond to more  
appointments



Decrease your  
**operational  
downtime**

Keep your  
business-critical  
assets and equipment  
up, running, and  
driving revenue

# How Opsivity works





# Use cases

Supercharge on-the-job training for new hires



Improve Quality-of-Service by increasing consistency



Protect your investment in people and process

# Supercharge on-the-job training for new hires

- Provide practical training in the field by providing expert remote assistance and issue reporting for field teams
- Retain, grow, and share operational expertise using proactive algorithms to help store, search for, and recommend resolutions



# Improve quality-of-service by increasing consistency

- Put your organization's standard checklists, procedures, and processes to work in the field
- Use the highest-rated recommendations to solve common problems
- Ensure consistent quality of service in the way issues are handled and resolved





# Protect your investment in people and process

- Make knowledge available to everyone and increase its value to your organization
- Empower your people with the Know-how to get things done, retain employees, and increase productivity



## Case Study



# UCG's first-call resolution rate increased to 97% with Opsivity

## Challenge

UCG wanted to increase first-call resolution and customer experience metrics for over 900 field technicians servicing and maintaining equipment.

## Solution

- Opsivity created a shared operational KnowledgeBase for 900 technicians and 90 SMEs
- SMEs were automatically linked to field support members based on location and issue type
- Opsivity enabled real-time chat, live video, annotations, and resources
- Report generation and inspection workflow were automated

## Case Study



# GMMCO pushes boundaries further with Opsivity for field service support

## Challenge

GMMCO, the largest Caterpillar equipment service company in India needed a field service support solution for its 1,500+ service engineers/technicians.

## Solution

- Opsivity enabled remote assistance for assembly and repair of heavy industrial diesel equipment
- Experts were able to observe and assist support engineers from multiple locations
- Ticketing, live video and chat were made available, with all sessions recorded

# Implementation



## Rapid deployment

Get going in days, not weeks or months



## Interoperable

Runs on the hardware your field technicians already use and trust

# Plans

## Professional

Support Your Field Service Teams

- Unlimited Chat, Workflows, and Checklists
- 16 – 29 Field Technicians
- 4 – 9 Experts
- 100–500 GB KnowledgeBase Storage
- 100+ Hours of video collaboration per month
- Ticket-based support response within 24 Hours

## Enterprise

Get Unlimited Video Collaboration

- Unlimited Chat, Workflows, and Checklists
- 30 or more Field Technicians
- 10 or more Experts
- 500 GB KnowledgeBase Storage
- ***Unlimited Live Video Collaboration***
- ***24/7 Live Response***

# Q&A and Next Steps

# Thank you!

Contact for  
further  
information:

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**Kash Faily**

Sales Manager

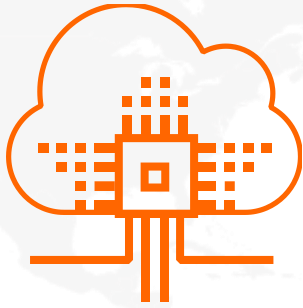
[kash.faily@opsivity.com](mailto:kash.faily@opsivity.com)

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# Backup



# Deployment options



**Opsivity Cloud**  
(multi-tenant)



**Customer Cloud**



**On-premise**