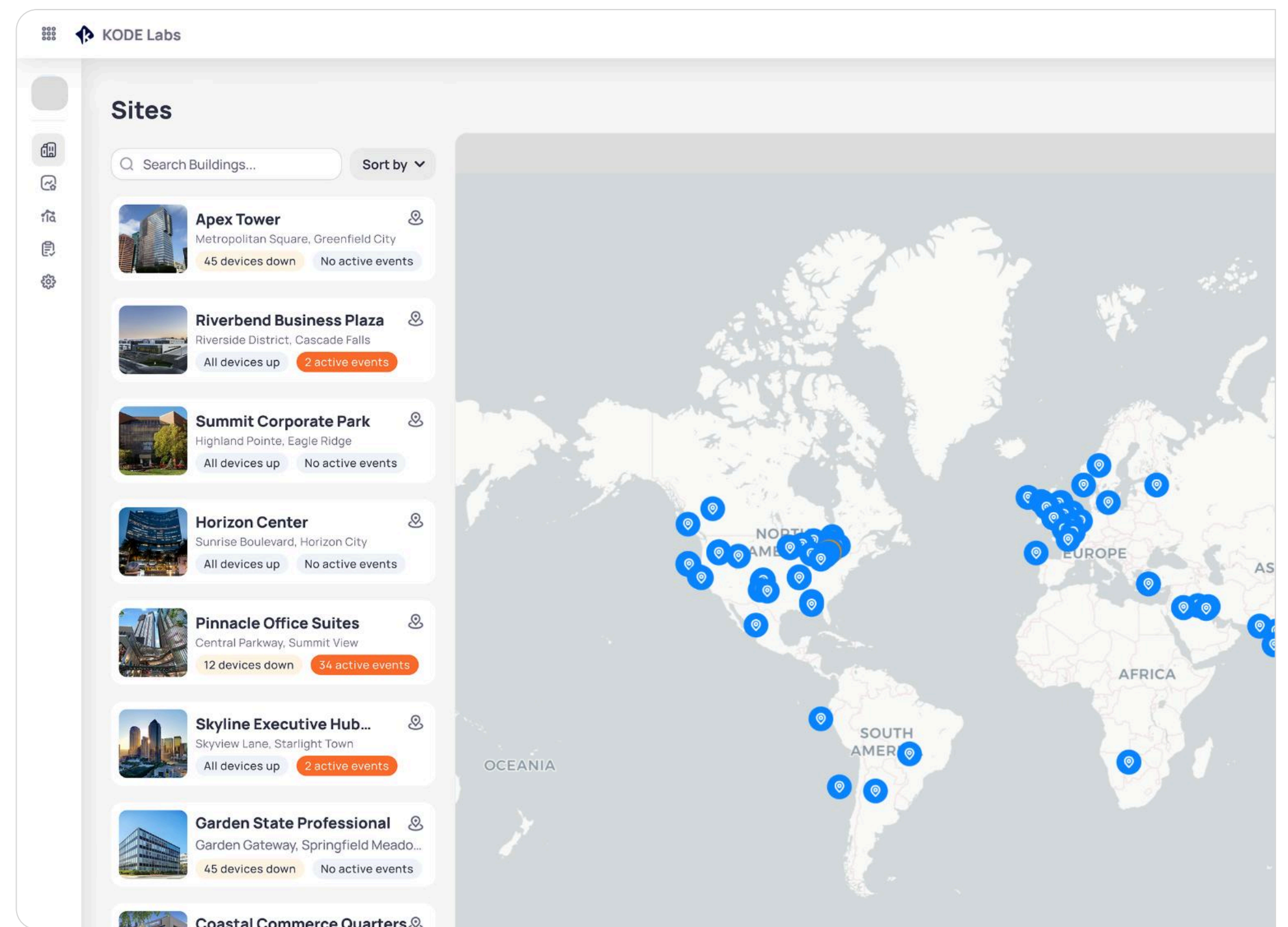


Smart Service Contracts

From Reactive Maintenance to Scalable, Revenue-Generating Services



The Problem with Traditional Service Contracts

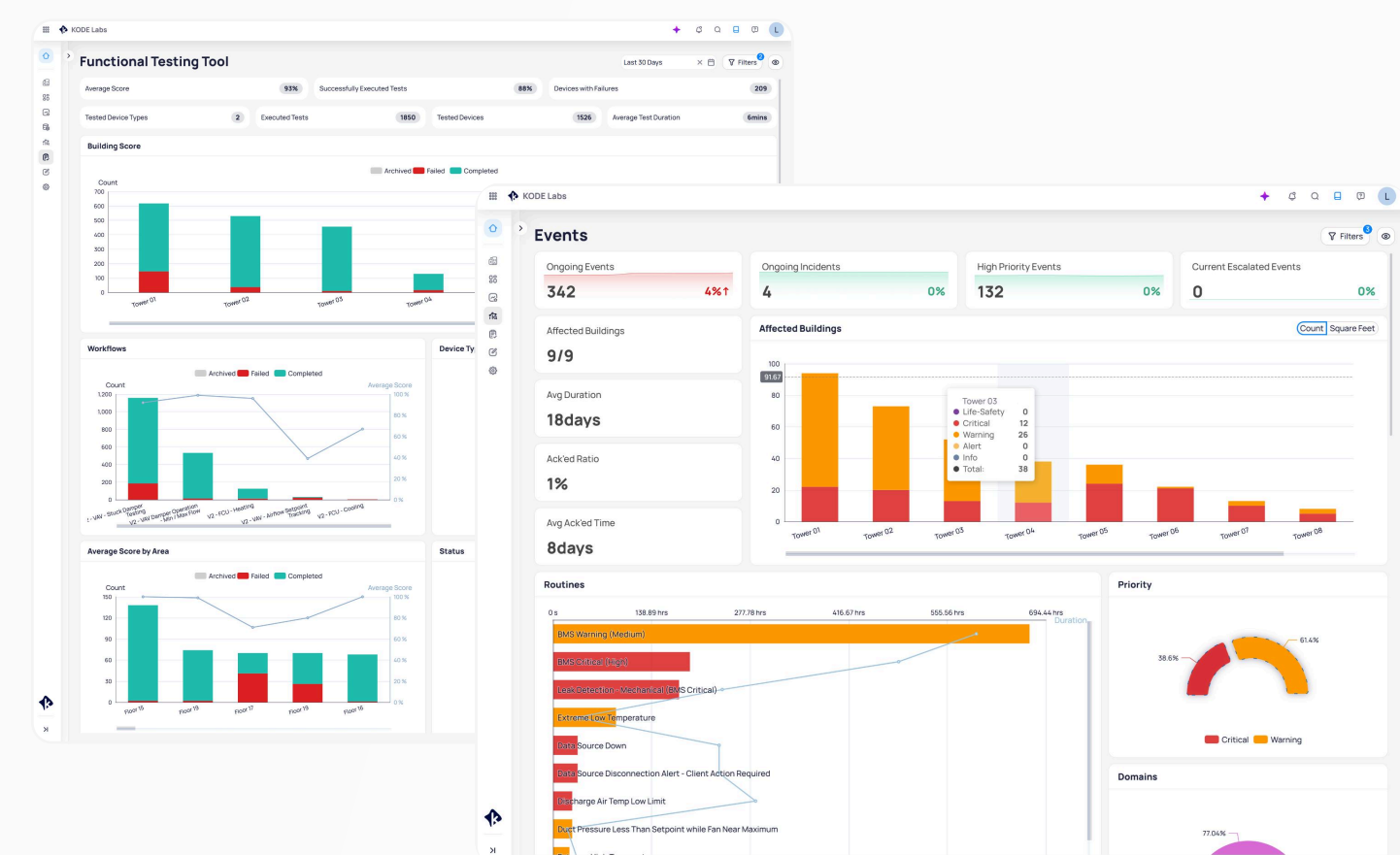
- Too many on-site visits with no clear criteria.
- Limited technician capacity and time.
- Reactive customer calls instead of proactive insights.
- No visibility into alarms or system performance.
- Manual processes that slow everything down.

The Shift: Smart, Remote-First Service Contracts

- Detect and diagnose problems remotely.
- Prioritize what actually needs attention.
- Reduce unnecessary truck rolls.
- Arrive on-site fully prepared when needed.

→ What Changes with KODE

KODE enables a shift from reactive, manual service delivery to a more intelligent, automated model. By combining real-time data, remote capabilities, and workflow automation, service teams can operate more efficiently while improving outcomes for both technicians and customers.



Less Time On-Site. More Work Done.

- Up to 50% reduction in on-site time.
- Pre-diagnosed issues before arrival.
- Faster execution, fewer repeat visits.

From Guesswork to Intelligent Dispatching

- Clear criteria for when a truck roll is needed.
- Remote resolution for many issues.
- Technicians focused on high-value work.

From Alarm Noise to Actionable Insight

- Full visibility into alarms.
- Clear explanations and recommended actions.
- Prioritized faults based on impact.

From Manual Coordination to Automated Workflows

- Automatic fault assignment.
- Work orders generated instantly.
- Seamless integration into existing systems.

→ The Business Impact

The shift to smart service contracts doesn't just improve operations, it directly impacts the bottom line. By reducing inefficiencies and enabling teams to do more with the same resources, organizations can improve both margins and service quality simultaneously.



Cost Efficiency



- ~10% reduction in service contract costs.
- Reduced unnecessary site visits.
- No additional overhead required.

Operational Scale



- Handle more sites without increasing headcount.
- Reduce dependency on technician availability.
- Standardize service delivery across portfolios.

Faster Resolution



- Real-time alerts.
- Remote diagnostics.
- Shorter fault-to-resolution cycles.

Stronger Customer Relationships



- Visibility into system performance.
- Proactive issue resolution.
- Fewer disruptions.

→ Unlocking New Revenue Streams

Smart service contracts don't just optimize existing operations, they open the door to entirely new revenue opportunities by leveraging data and insights that were previously unavailable.

Data-Driven Upsell Opportunities

- Identify additional service needs.
- Back recommendations with system analytics

Energy & Retrofit Opportunities

- Visibility into energy usage and trends.
- Identify inefficiencies across buildings.
- Propose upgrades with measurable ROI.

From Vendor to Strategic Partner

- Shift from reactive fixes to strategic recommendations.
- Strengthen positioning with customers.
- Build longer-term, higher-value relationships.



See it in Action