

Data analysis shows large opportunities are missed in declined service follow up and additional relevant service offers.

## How Ubiquiti Can Help

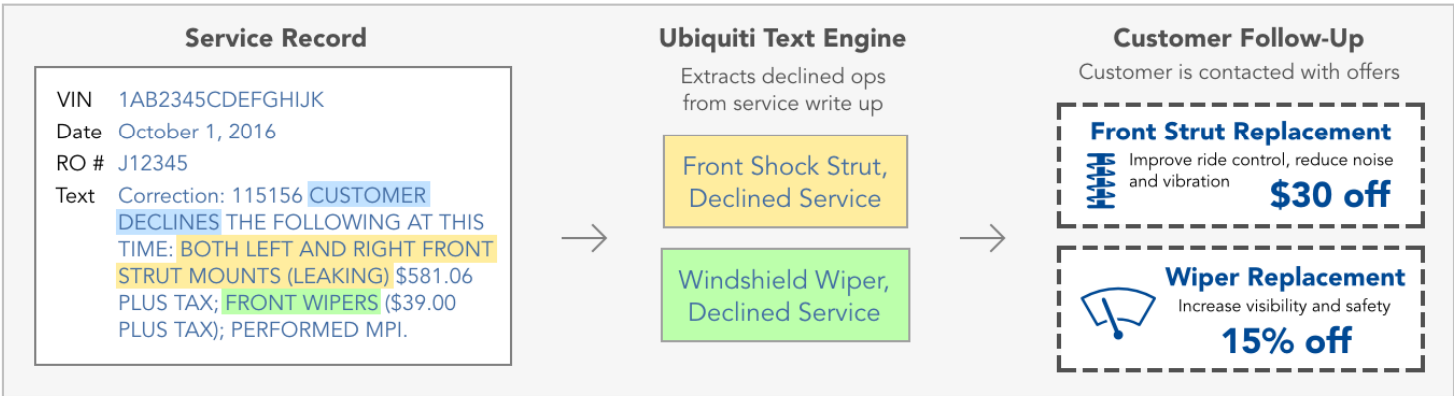
- Generate specific, relevant, personalized vehicle service offers that will increase your service revenue 10% or more
- Uses Ubiquiti's patent pending technology
  - Works across worldwide vehicle brands and languages

## Ubiquiti Track Record

- Experienced machine learning data sciences team
- Declined service reminders sent daily for major OE
- Next best offers follow up sent for major OE
- Used over 16 years in automotive service analytics

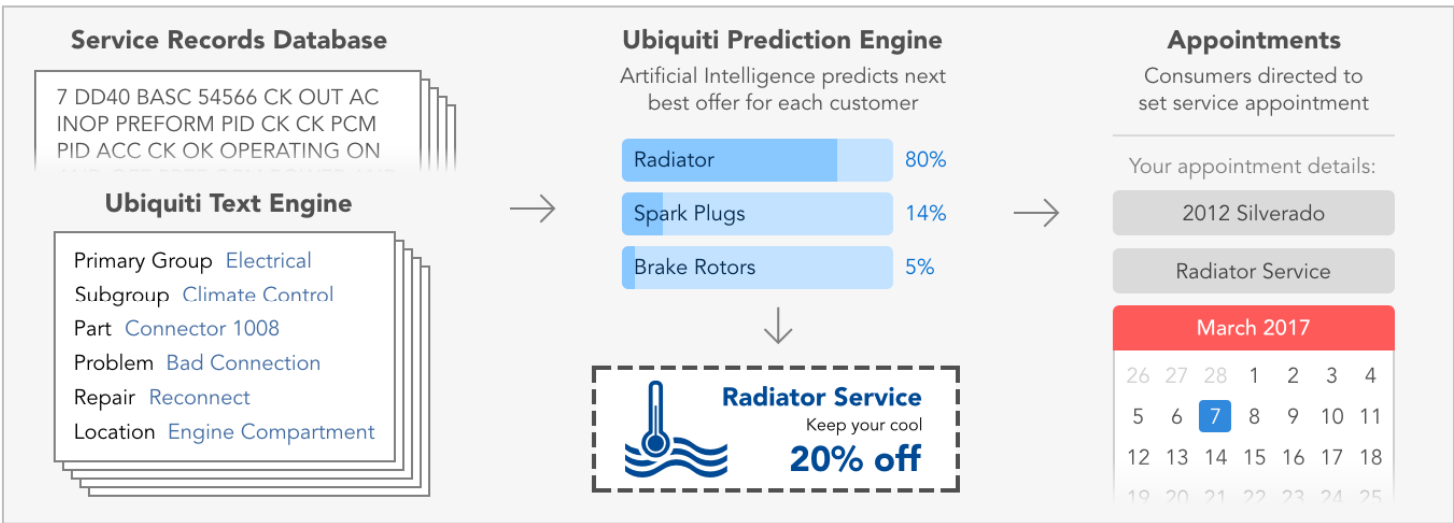
## Declined Services

- Automatically extracts specific declined services from the service write up
- Detailed declined reminders increase service revenues 5% or more



## Next Best Offer and Cross Selling

- Uses artificial intelligence to identify specific services required for each vehicle
- These additional offers increase service revenues 5% or more



## Service Data Matters

- Service data analysis shows high profit services often missed
- Data already available to you
- Daily data updates provide latest best service information
- Known to be best source to find and predict services

## Setup and Usage

- Relevant offers for each vehicle sent via apps, Web, email, text and phone
- Offers and responses are statistically tracked and reported on a dashboard
- Setup within 1 week from project start
- DMS data via standard reports

Accurate diagnosis with the correct services increases productivity, savings, customer satisfaction and loyalty.

## How Ubiquiti Can Help

Our unique software learns from service data to help inspect, diagnose vehicle issues, and suggest services

- Reduces diagnostic costs by 10% or more
- Uses Ubiquiti's patent pending technology
- Works across worldwide vehicle brands and languages

### User Friendly Interface

- Simple natural language interface driven by Ubiquiti's proven text technology
- Vehicle symptoms are automatically decoded
- Consumer and technician versions available

VIN

Symptoms

Vehicle Model  
Chevrolet Impala

Model Year  
2014

Symptom  
Traction Control Light On

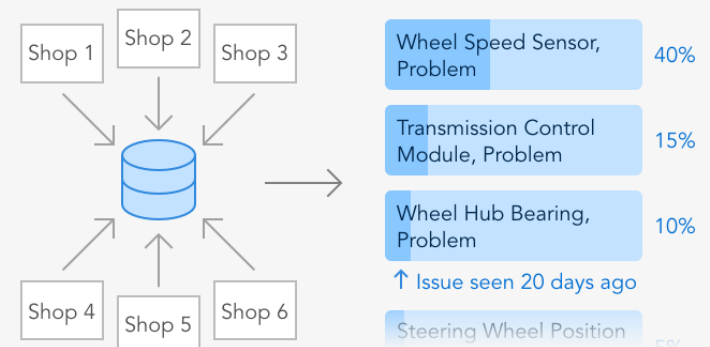
DTC Codes  
C0040

## Ubiquiti Track Record

- Experienced machine learning data sciences team
- Ubiquiti used widely for automotive warranty analytics
- Uses data mining techniques awarded with U.S. government National Science Foundation grant
- Used over 16 years in automotive service analytics

## Combined Experience of Technicians

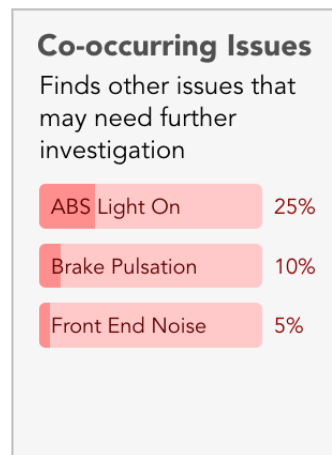
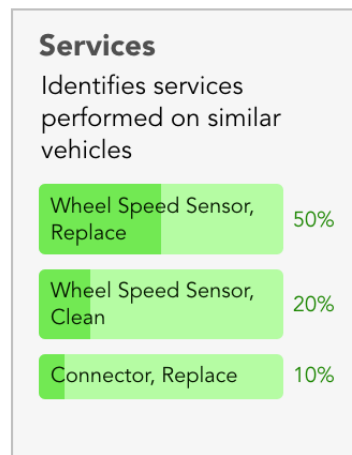
- Data from all stores is gathered into a single repository
- Data helps find and rank possible root causes
- Service histories used to fix right the first time



### Directed Diagnostics

Follow up questions are presented to refine diagnostics

When does this happen?



### Appointments

Consumers directed to set service appointment

Your appointment details:

2014 Impala

Traction Control Light On

March 2017

26	27	28	1	2	3	4
5	6	7	8	9	10	11

## Service Data Matters

- Service data analysis shows important service indicators often missed
- Known to be best source to find and predict services
- Data already available to you
- Best resource on service history
- Helps identify root causes and fixes

## Setup and Usage

- Service data processed daily by software
- Diagnostic software can be accessed via computer, tablet, or smartphone.
- Setup within 1 week from project start
- DMS data via standard reports

Ubiquiti enables analysts, engineers, and management to interactively analyze data, without help from IT or BI.

## How Ubiquiti Can Help

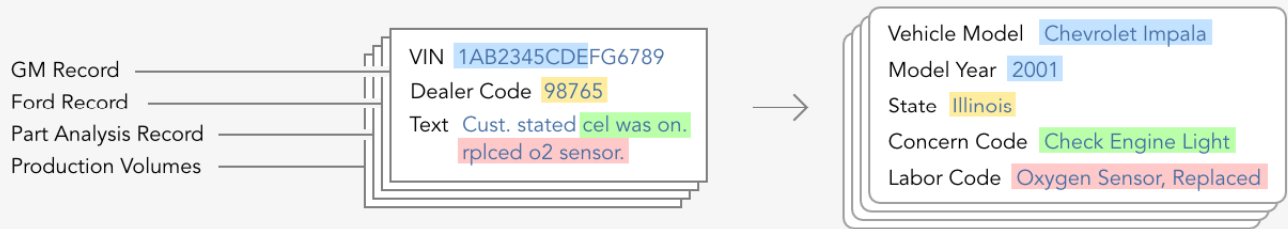
- Unlock critical insights from narrative text comments using Ubiquiti's proven NLP technologies
- Combine diverse data sources within your organization
- Self-serve analytics allow end-users to easily slice and dice data

## Ubiquiti Track Record

- Experienced data analytics team
- Used for 17+ years across the industry
- Customers include Robert Bosch, Lear Corp, Bridgestone Americas, Dana Inc., Autoliv NA

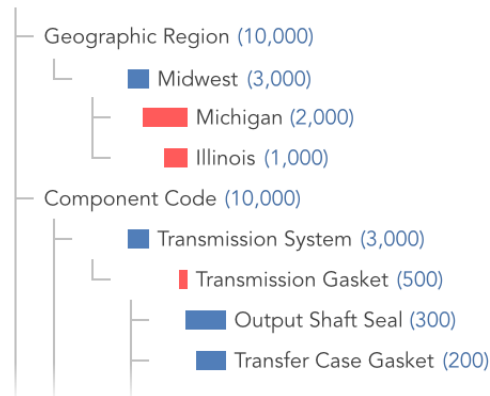
## Data Pipeline

Combines and extracts information from structured and unstructured fields into a unified data dictionary

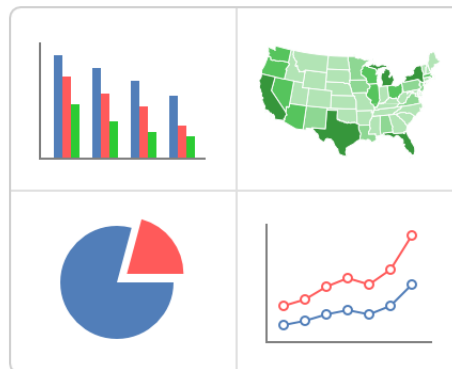


## Self Serve Analytics

Analyze at various levels of detail



Create ad-hoc reports and dashboards



- Intuitive search lets users drill down to the specific dataset of interest
- Facilitates comparison across diverse data
- Allows automated monitoring of incoming data
- Ties in with other analytics & BI packages (e.g., to use other predictive statistics, forecasting, or downstream processing tools)

## Unique Server-Client Architecture

- Server enables data sharing and inter-user communications, with a single point for system updates, backup, recovery
- Desktop work mode allows use without network connection
- System design enables adding on to existing infrastructures
- Easily and quickly set up on hardware & software available in common IT infrastructures

## Deep Dive

### Alerts

- Triggered when pre-set conditions are met
- Checked automatically as new data arrives

### Mining

- Identifies useful patterns in data
- Finds actionable items to resolve issues

Data analytics already set up for standard data formats from 100+ worldwide automotive OEs, 50+ world languages, and common currencies. Ubiquiti software, in active daily use in many countries across several continents, is relied upon to handle complex data analytics. Detailed studies and presentations available to show significant monetary savings.

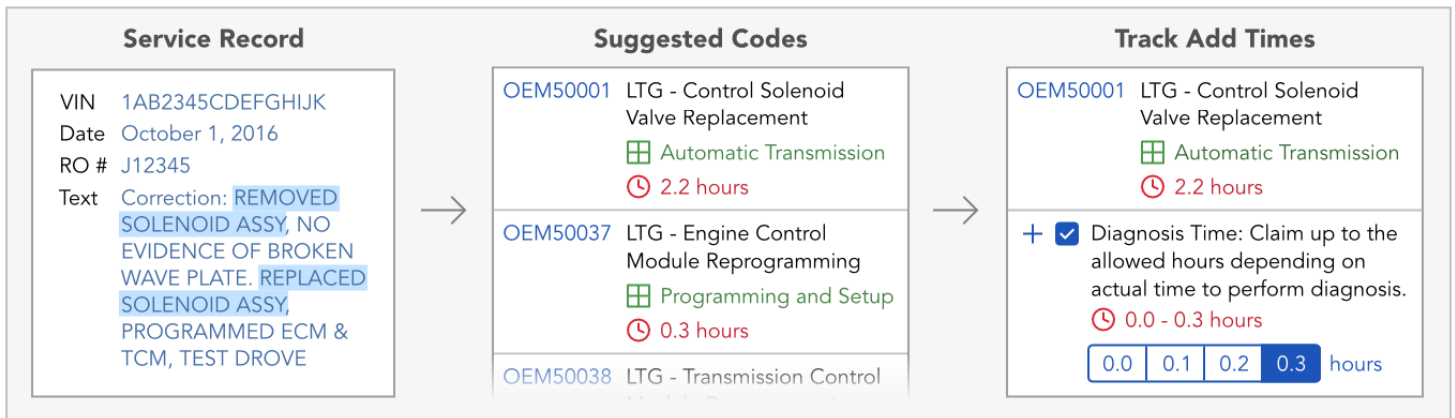
Warranty booking and administration is manual, tedious, error-prone, and potentially leaves legitimate moneys uncollected, even with experienced warranty clerks. The work involves keeping up with daily code changes, and claim details must be tracked for potential warranty audits. This is yet another necessary but non-value-add activity for dealers.

## How Ubiquiti Can Help

Using service advisor and technician stories, our patent-pending software suggests OE-specified warranty codes for each repair order (RO) for warranty booking and administration. Open ROs, uploaded from the DMS, are processed in our software, and the resulting claims returned to the DMS. This reduces the time and expertise needed, and reduces rejects and missed reimbursements.

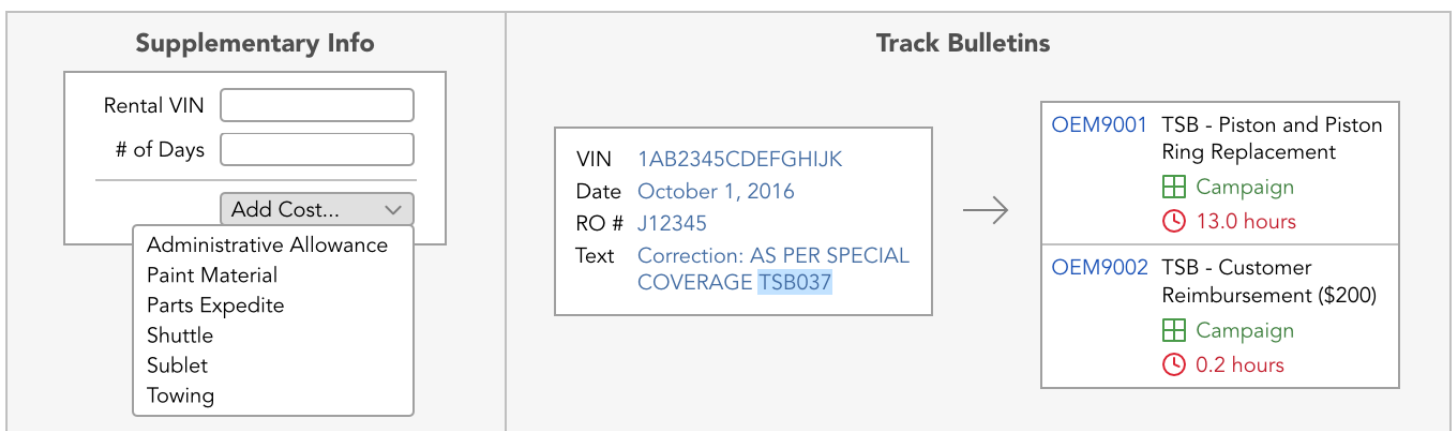
## Ubiquiti Track Record

- Experienced machine learning data sciences team
- Experience with data reports from all major DMS
- Now in daily use at 50+ North American dealers
- Used 16+ years in automotive service analytics



## Automated Warranty Code Suggestions

- Uses applicable codes from the appropriate Labor Time Guide (LTG)
- Times and codes conditioned by VIN decoding and vehicle build options
- Indicates applicable add times, diagnostic times, paint times etc.
- Reinforces supplemental information needed for claim booking



## Enabling Information Updated Regularly

- Centralize all needed information for warranty work
- Campaigns, Recalls, Service Actions, TSBs and more updated daily
- Current maintenance plans outside of LTG also updated regularly