



#MDMFullSteamAhead

55k+

Technicians

1.8M

Jobs Completed

2M

Workflows Completed

125k+

Carrier Assets Collected

last 12 months



Turn to the experts



Heating & Cooling Systems



Where XO*i* Sits in the Field Service Journey



Work Order

Customer Has Issue
Technician Dispatched
Technician Arrives Onsite



Why XO*i* is different.

Smart Guided Operations
Accurate Asset Capture - OCR
Data Mining: Asset Intelligence/
Insights
Enterprise Rollup Reporting
Universal/Private Knowledge Base
AI-generated summaries
Elevated Customer Experience



Job Complete

Invoicing



**Increase Sales
Leads**



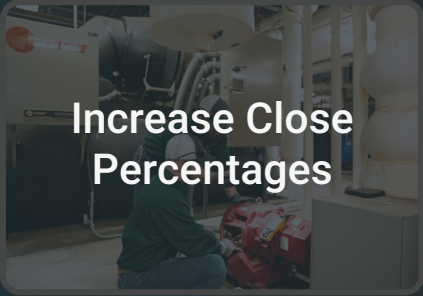
**Reduce Callbacks
& 2nd Truck Rolls**



**Quality Control
Installations**



**Increase Market
Share**



**Increase Close
Percentages**



**Improve Internal
Team
Communication**



**Create an Elite
Customer
Experience**



**Identify Revenue
Opportunities**



**Give Techs
Instant
Knowledge on the
Job**



**Reduce Customer
Credits, Disputes,
& Concessions**



**Gain Insights on
Your Techs' Work**



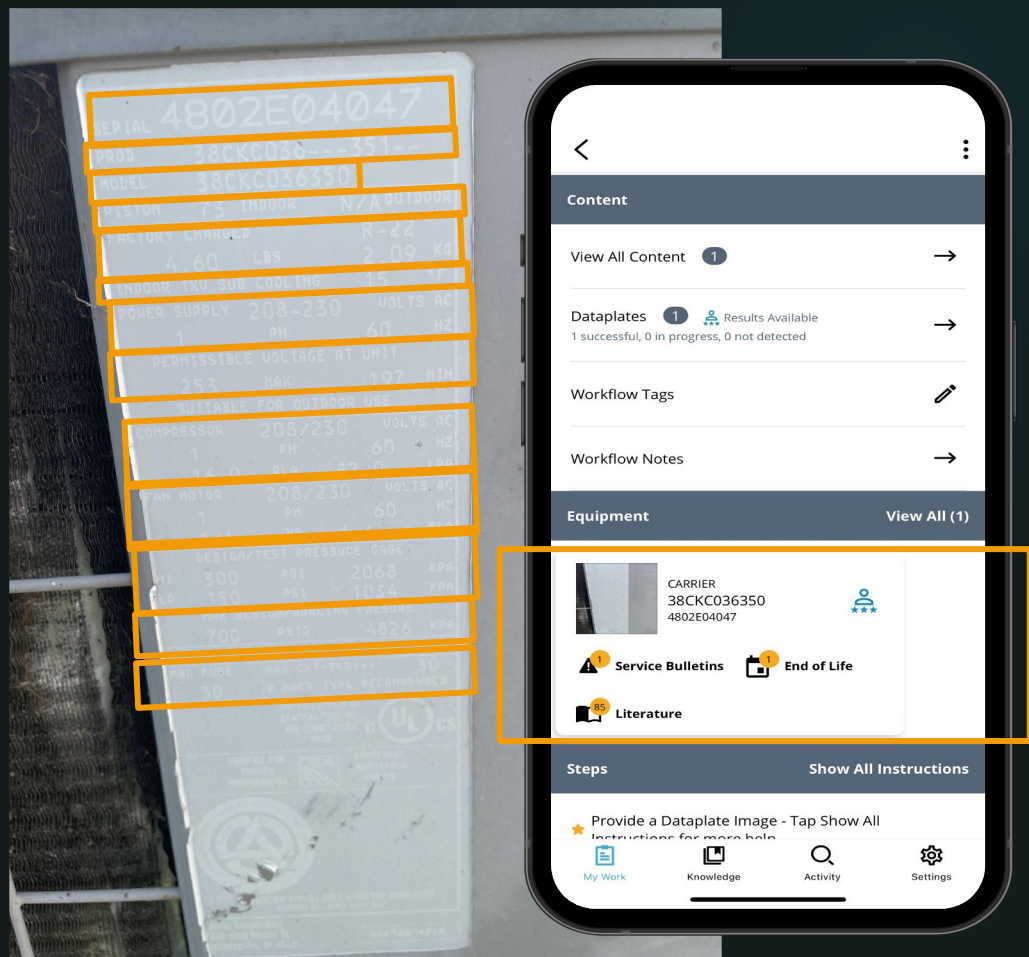
**Make Capital
Planning
Consistent**

Journeyman™

The XOi Solution

Journeyman makes every tech your best tech by granting technicians of all skill levels instant access to electrical, mechanical, and refrigeration equipment information via an intuitive and easily searchable database powered by AI.

Using a simple data plate photo, contextual data is systematically evaluated to deliver smart diagnostic solutions directly from verified sources in your tech's workflow.



Journeyman™

Total Data Transparency

Equipment Insights

- Through OCR Technology, XOi push notifications will include relevant equipment details from a data plate photo.

Service History

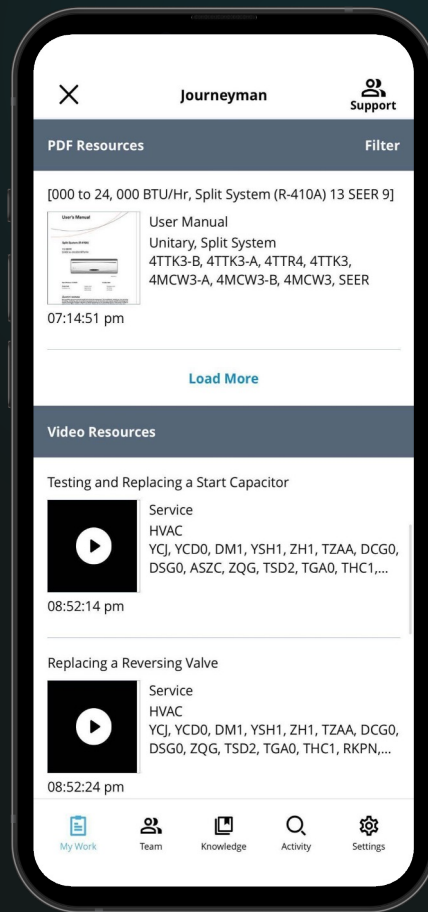
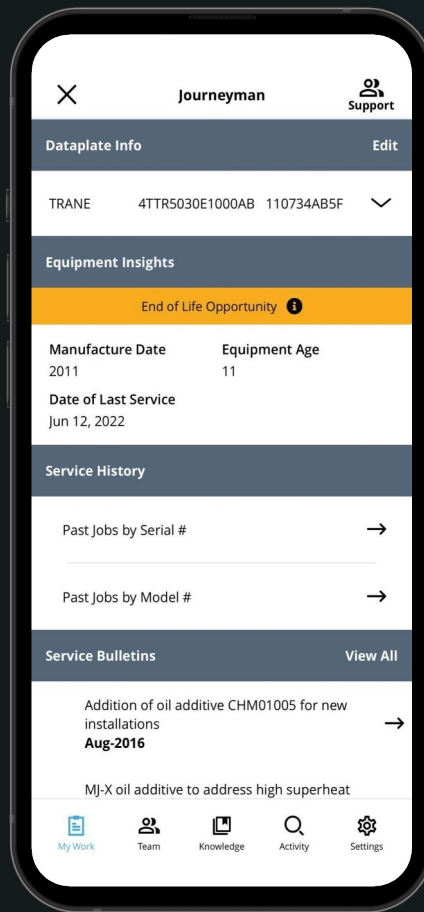
- No matter where the equipment was last seen, if the service was recorded in XOi, it will show relevant service information by serial number and any other past service information by model number.

Service Bulletins

- Up-to-date bulletins can be pushed in real-time to all technicians ensuring the correct information is always available.

PDF/Video Resources

- Easily access searchable PDFs, videos, and notes left by previous technicians for reference and training.



Save techs time &
increase customer loyalty

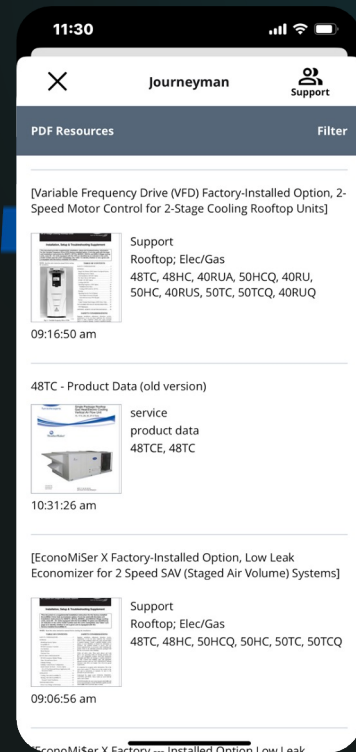
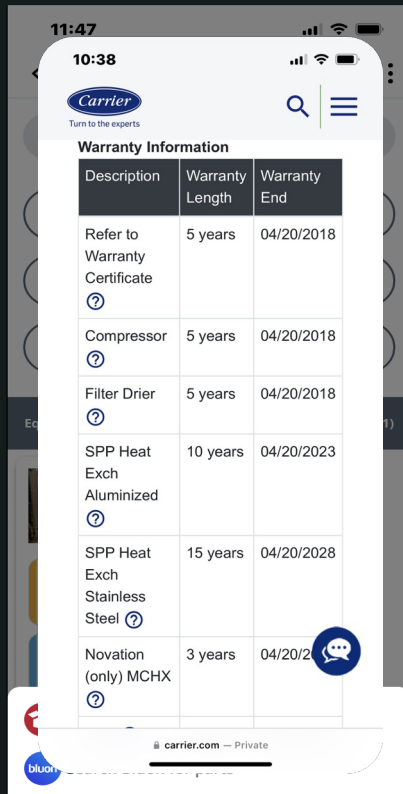
AI Generated Work Summaries

NEW

Create customer-facing
job summaries with
generative AI

Save 2+ hours for every
tech every week

Increase quality &
consistency for customer
& service history



Save techs time &
increase customer loyalty

Jobsite Parts Identification/Ordering

NEW

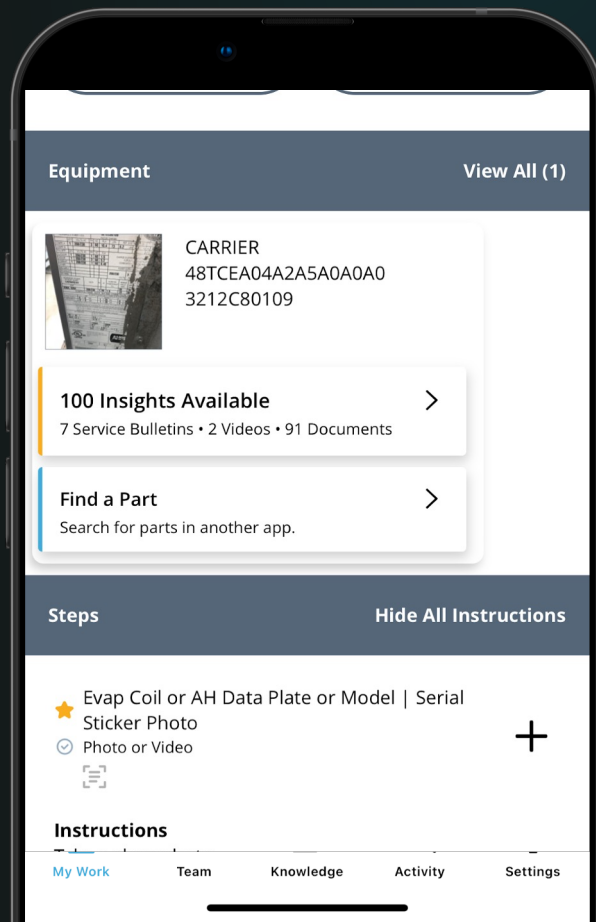
For every data plate photo, a new “Find a Part” button appears in the equipment list

Tapping the new button generates a link to search parts companies using the model number from XOi

Eliminate manually typing data, and instead add parts to cart, extract part details from cart, and allow cart to be accessed via Cart ID or share

“I love how simple this is, I don’t need anything, all I need if for you guys to **just keep knocking it out of the park.**” -Tech

ary.





+



Earning dealer technician trust means earning market share.

Mingledorff's and XOi will work together to change the way that HVAC service work is delivered and documented, transforming end customer sentiment.

The use of Mingledorff's certified workflows and support will provide a consistent, elevated quality of service and knowledge to its Dealers in the field, driving improved relationships and increased sales.

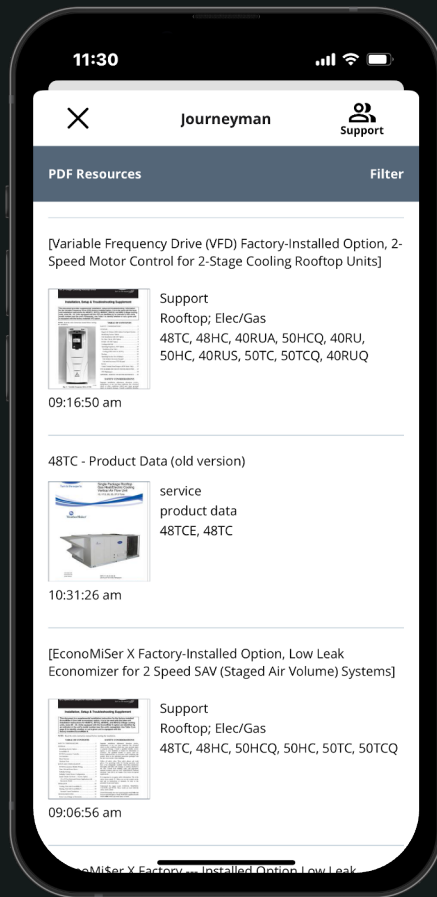
We believe that the evolution & next decade of Mingledorff's growth can be richly enhanced by XOi thru gathering & leveraging data captured by the dealer technician.

Transformational Technical Support

Resources and Support

Journeyman results allow a technician to access a curated knowledge base with PDF resources, Service bulletin content, and multimedia content.

As a relief valve, they can **launch a live support experience to the Mingledorff's technical support team.**

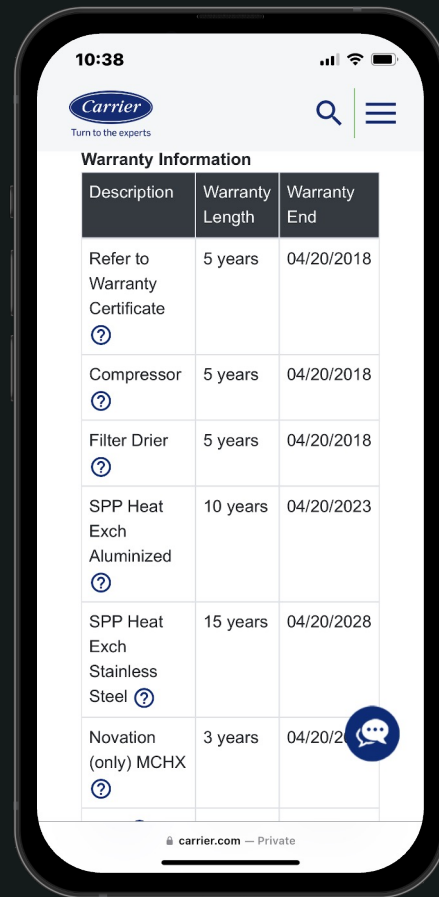
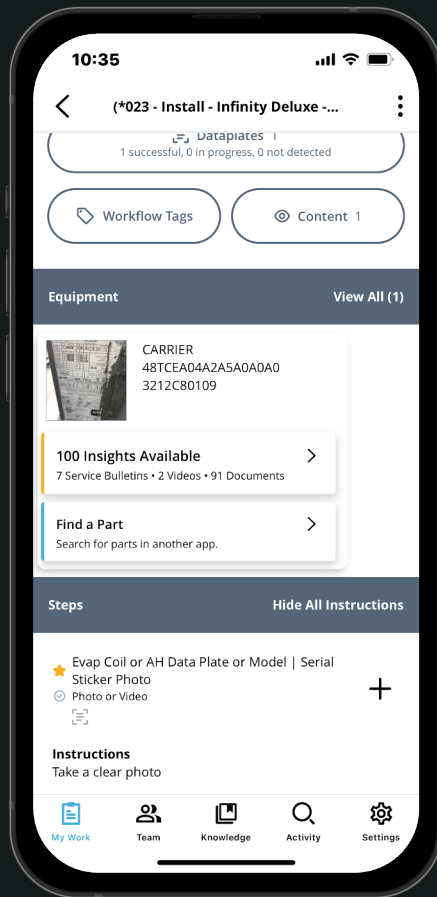


Mingledorff's customers using XO*i* today experience **50% faster resolution times.**

Warranty

Warranty Registration/ Entitlement/Claims

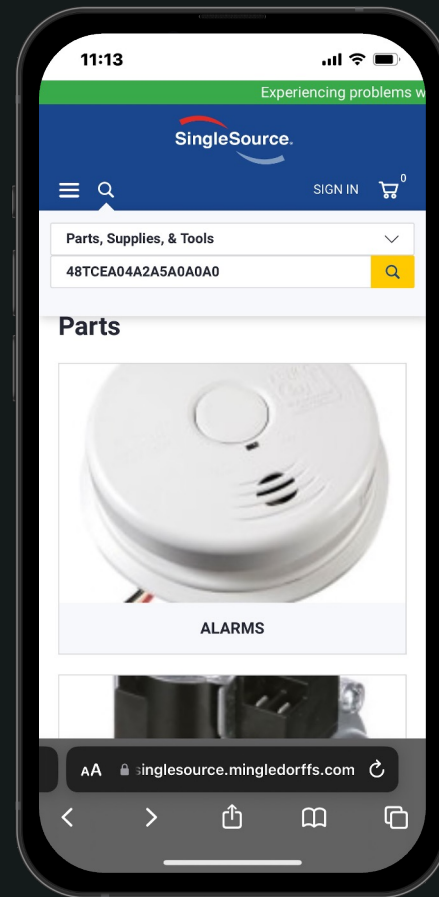
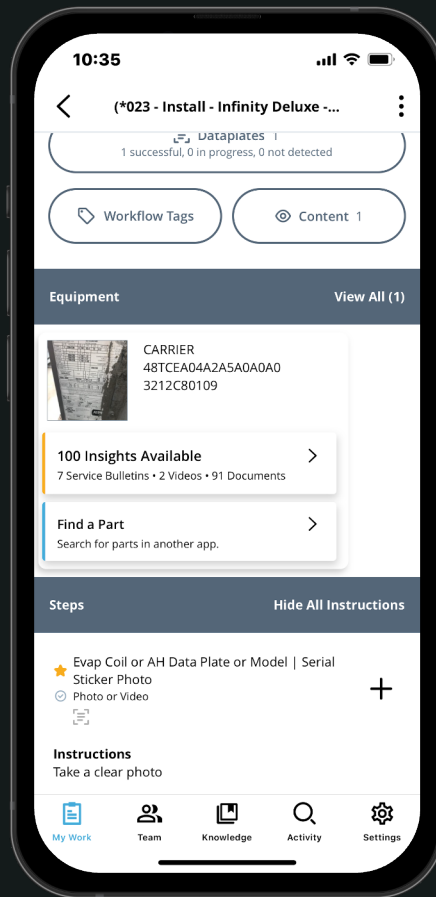
A simple data plate photo
launches detailed
installation instructions,
product registration,
warranty entitlement, and
warranty claims, **all
delivered directly into
Service Bench.**



Mingledorff's Jobsite Parts Identification/Ordering

Jobsite Parts Identification/Ordering

A simple data plate photo on a jobsite launches parts sourcing and purchasing through **Mingledorff's Single Source**.



Voice of the Dealer!



Mingledorff's and XO*i* are prioritizing the great use cases you have seen here today and **WE NEED YOUR FEEDBACK!**

Please scan the QR code and complete the survey, **IT WILL ONLY TAKE YOU 2-3 MINUTES** and **WILL BE KEPT ANONYMOUS. PLEASE BE HONEST!!**

Thank you.





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