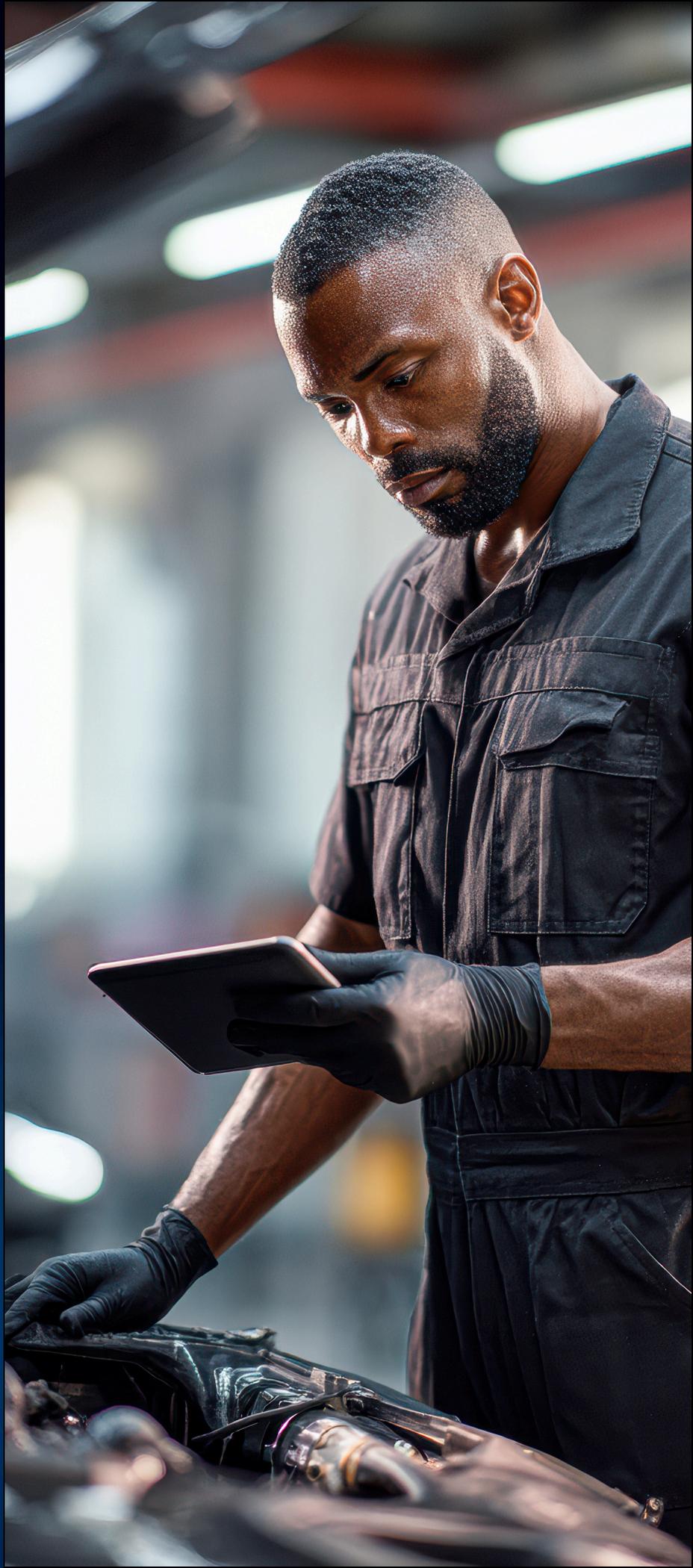




USE CASE:

AI-Technician Assistant

**Improving Service
Productivity Across
Dealer Networks**

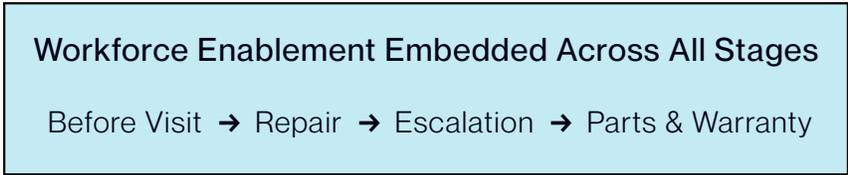


Service Capacity Is Under Pressure

- 1.Experienced technicians are retiring faster than they are being replaced
- 2.Machines are increasingly software-driven and complex

Restoring Service Control with Elevat AI

Elevāt translates live machine data and service history into OEM-accurate repair direction inside the technician workflow.



From Reactive Service to Operational Control

	Reactive State	Controlled State	
Before Visit	Reactive dispatch. Repeat truck rolls.	Root cause & parts defined pre-roll	
During Repair	Inconsistent diagnostics	OEM repair standards enforced in workflow	
Escalation	Experts overloaded with limited context.	Complete case context for rapid review	
Parts & Warranty	Warranty exposure and parts waste.	Failure trend intelligence improves parts accuracy	

Lifecycle Stage	Operational Breakdown	Service Intelligence	Business Impact
Before Visit	Reactive dispatch	Root cause + parts defined pre-roll	Fewer truck rolls
During Repair	Diagnostic variability	OEM standards enforced	Higher first-time fix rate
Escalation	Experts overloaded	Complete case context	Shorter resolution cycles
Parts & Warranty	Warranty exposure	Failure trend intelligence	Controlled warranty risk

KPIs to Measure Control

- 1. First-Time Fix Rate
- 4. Truck Rolls per 1,000 Calls
- 7. Warranty Claim Rate
- 2. Repair Velocity
- 5. Repeat Visit Rate
- 8. Customer Uptime
- 3. Technician Onboarding Time
- 6. Parts Order Accuracy

Controlled Service. Scalable Expertise. Protected Margin.

Elevāt embeds AI-driven repair intelligence into the workflow, standardizing execution and protecting aftermarket revenue.

As labor tightens and machines become more complex, controlled service execution becomes a strategic necessity.

Learn how Elevāt delivers controlled service execution across your network.

www.elevat-iot.com/contact-us

