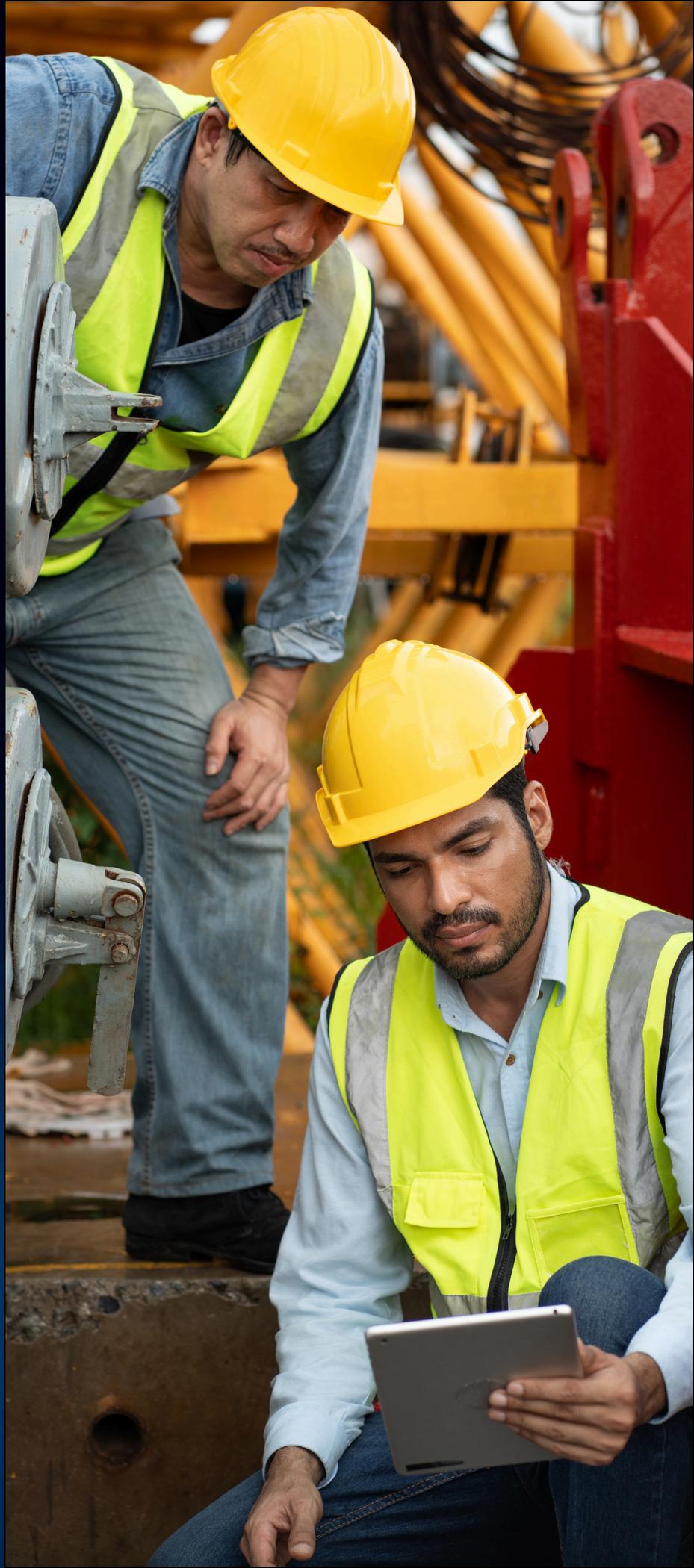




**USE CASE:**

## **Elevāt Service Suite**

**Reducing MTTR  
Across OEM Dealer  
Networks**



## Mean Time to Repair Is a **Network-Level Problem**

### Who This Impacts

#### OEM Service & Aftermarket Leadership

- MTTR, uptime, network consistency, margin protection

#### Dealer Service Managers & Technicians

- Faster diagnosis, correct parts, fewer escalations

#### OEM Support & Engineering

- Structured escalations, faster root cause, closed feedback loops

### Why MTTR Expands

#### Limited visibility at dispatch

Technicians arrive without full fault and utilization context.

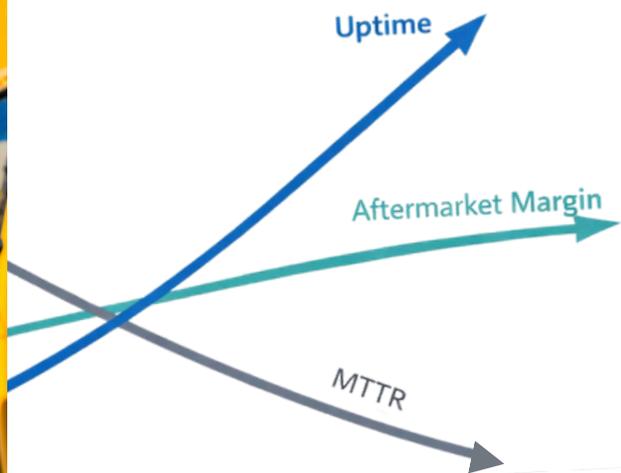
#### Variable repair execution

Diagnostic inconsistency creates rework and repeat visits.

#### No structured support model

Escalations stall without shared, structured machine insights.

Reducing MTTR directly expands uptime and protects aftermarket margin.



## How Elevāt Reduces MTTR



### Context Before Dispatch

- Live machine health and faults pre-roll
- Smarter triage
- No unnecessary truck rolls



### AI Diagnostics

- Guided troubleshooting and fix steps
- Faster root cause analysis
- Reduced service variability



### Remote Triage & Resolution

- Unify machine context across network
- Remote resolution
- Reduced escalations



### Structured Network Learning

- Resolution data as reusable intelligence
- MTTR decreases over time
- Performance execution standardizes

## Quantified MTTR Compression

Elevāt compresses MTTR across the dealer network with measurable performance gains:

MTTR	<b>40–65%</b> faster MTTR
First-Time Fix	<b>20–35%</b> higher first-time fix
Remote Resolution	<b>3–5×</b> increase in remote resolution
Service Capacity	<b>25–45%</b> increase in technician throughput

*Benchmarks reflect deployments and pilots. Results vary by machine and service maturity.*

Elevāt compresses MTTR by standardizing service execution across the dealer network.

Learn how to scale service performance without scaling labor. [www.elevat-iot.com/contact-us](http://www.elevat-iot.com/contact-us)