



Adaptive Diagnostics with DataV® Repair

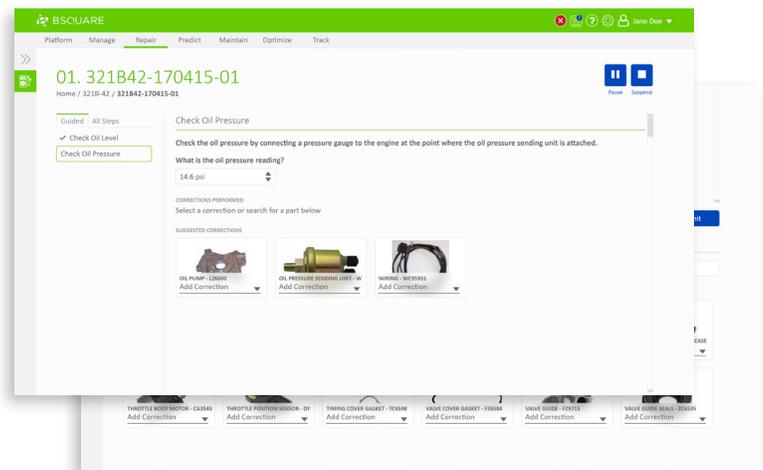
Shorten repair times and lower overall service costs

Repairing complex, mission-critical equipment quickly and accurately is a top priority when uptime is at stake. Every hour of downtime increases service costs and reduces revenue opportunities. Harnessing the data from your IoT-connected devices enables an alternative servicing approach known as *adaptive diagnostics* — the ability to perform a real-time, detailed assessment of a problem and its causes, accompanied by structured servicing workflows that quickly lead technicians to the right resolution.

Adaptive diagnostics with DataV Repair boosts first-time repair rates across innumerable assets. It sifts through petabytes of current and historical data to determine a problem's root causes — examining fault codes, interrelated operating conditions, and repair history. Probable causes are ranked, and the ticket is assigned an optimized repair plan that can be integrated into other enterprise workflow applications, such as parts, maintenance, and service warranty systems.

Technicians arrive at an asset armed with detailed and accurate information about the problem; the right parts to address it; and the interactive guidance they need to rapidly fix it right the first time. As your asset datasets grow and as technicians feed repair input back to the software, DataV Repair builds a knowledge base of proven troubleshooting paths, enabling technicians of any skill level to fix the most complex failure scenarios.

Adaptive diagnostics with DataV Repair significantly improves repair turnaround and accuracy, so that faulty equipment gets back online faster, at lower cost, for better operational efficiencies.



DATAV
Repair

- Faster return to online status
- Improved repair quality
- Accelerated warranty processing
- Lower servicing costs and operational expenses
- More accurate parts inventory control

DataV Repair profile

Uses data to: Analyze complex equipment faults, reveal probable causes, and streamline repair tasks

Ideal for: Businesses that must minimize downtime of equipment that is under repair

Unique strengths:

- Designed for the rigors of industrial businesses
- Performs robust data analysis behind a highly accessible interface
- Learns to diagnose and repair increasingly complex failure scenarios
- Includes highly collaborative engagement between Bsquare teams (who know data analysis) and you (who know your business)

DataV Repair key features

Important adaptive diagnostic capabilities:

- ▶ **Repair-time tracking** ▶ **Maintain compliance, track diagnostic quality:** Records technician time spent on each diagnostic step.
- ▶ **Probable-cause prediction** ▶ **Help technicians troubleshoot issues faster:** Evaluates real-time conditions, contextual data, and past failure events for probable root causes, with corresponding “confidence levels.”
- ▶ **Resolution recommendations** ▶ **Cut to the source of a problem sooner:** Suggests the most effective fix for a problem based on historical fault resolutions, probable causes, and current conditions.
- ▶ **Interactive repair procedures** ▶ **Speed time to resolution, continually improve diagnostics:** Uses two-way interaction to give technicians relevant repair steps, then receive and incorporate results to guide the next steps.
- ▶ **Enterprise workflow integration** ▶ **Easily manage all aspects of repair events (parts, personnel, warranty reporting, etc.):** Triggers enterprise workflows with ERP systems (e.g., automatically orders parts through a parts management system, reports technician time to a workforce management database.
- ▶ **Knowledge base builder** ▶ **Reduce overhead for technician training:** Enables easy creation and management of an IoT-connected electronic service manual (ESM); as the ESM grows, probable-cause prediction and resolution recommendation improve.
- ▶ **Reports and audits** ▶ **Prove compliance and track repair expenditures:** Provides standard technician compliance reports (detailed case histories, resolution steps, parts used, etc.).

DataV Repair from an IT perspective

Leverages cloud security and scalability:

DataV is an industrial IoT solution delivered via SaaS on best-in-class, mainstream cloud architectures. It leverages and adheres to the same high standards and best practices for security, scalability, and reliability that are built into these cloud platforms:

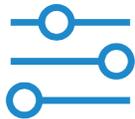
- SOC 2, Type 1 certification
- Encryption in transit and at rest
- Asset authentication and authorization
- User authentication and authorization
- Scalability to millions of devices, petabytes of data per day

Bsquare DataV: An IoT solution built for industrial demands

DataV Repair is one of many purpose-built applications of Bsquare DataV, a comprehensive industrial IoT solution characterized by partnership, adaptability, and speed to value. DataV automates the grunt work of complex data analysis, while close collaboration between customers and Bsquare data scientists eliminates the need for companies to develop or source their own IoT applications and solutions. With DataV to perform robust data analysis at the edge and in the cloud, companies can swiftly derive continuous value from data in order to stay productive and competitive.

Bsquare DataV is built for using data to solve the most critical business use cases — the situations your operators, business leads, and technicians face every day as they seek to manage your business' assets, adapt rapidly to its changing needs, and predict and forestall asset failures for you and your customers.

Part IoT platform, part prebuilt applications, part IoT services — DataV is a complete solution for every stage of industrial IoT.



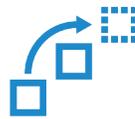
MANAGE

Control the health and performance of your IIoT connected assets.



ANALYZE

Optimize IIoT device, system and process operations.



PREDICT

Forecast performance of connected, mission-critical assets.



SERVICES

Professional, value-add services to configure and customize DataV to your needs.

About Bsquare

For more than two decades, Bsquare has helped its customers extract business value from a broad array of assets by making these assets intelligent and connected, and using data collected from them to improve business outcomes. Bsquare software solutions have been deployed by a wide variety of enterprises to create business-focused Internet of Things (IoT) systems that can more effectively monitor assets, analyze data, predict events, automate processes and, in general, optimize business outcomes. Bsquare couples innovative software with advanced professional services that can help organizations of all types make IoT a business reality.

Find out more about how Bsquare can help your organization use IoT for maximum impact:

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