



BH ANALYTICS 360:

Actionable Insights to Better Run Your Business

Ensure Maximum Service Efficiency and Equipment Uptime

Many businesses have oceans of data, but don't know how to create real value from that data. Decision makers need real-time insights into what this data means for their business. By combining real-time data collection and data science methodologies, customers can unlock valuable insights to drive better business decision-making.

Harness the value of your data with BH Analytics 360, an Insights-as-a-Service platform. Our cloud-based portal provides access to actionable insights on performance, availability, associate productivity and factors that impact the customer experience.

With BH Analytics 360, organizations from a wide range of industries can:

- **Reduce equipment downtime:** Remotely monitor and diagnose equipment and utilize data and predictive analytics to determine when a machine will require service so you can prevent failure.
- **Improve employee efficiency:** Visualize employee performance, forecast needs through historical data and ensure productivity by identifying problem areas in your operations.
- **Enhance the customer experience:** Boost customer satisfaction and loyalty by improving personalization and data-driven cross-promotions.
- **Drive better decision-making:** Explore new technologies and methodologies knowing that you'll have the data analysis to back your decisions.

Select from two different packages of the BH Analytics 360 service:

GOLD	PLATINUM
<ul style="list-style-type: none"> • Access to cloud-based portal • Data drill-down capability • Grant permissions for user access and visibility • Weekly static reports • Utilization reports • Service KPI summary on service call types, labor hours, resolution times, first time fix rates 	<p>Includes all Gold benefits, PLUS:</p> <ul style="list-style-type: none"> • Prediction of peak activity for capacity planning • Asset utilization and current capacity • Service and utilization trends over time • Access to historical data for analysis • Export data to Microsoft Excel • Premium online support & ticketing • Additional customizable insights with Data Consulting Services

DATA CONSULTING SERVICES

Gain valuable insights on the metrics that matter to you the most with our Data Consulting Services. By applying our expertise in mechatronics, robotics and data science, our experts can modify and augment the BH Analytics 360 platform to provide business intelligence and custom reports to meet any customer’s unique needs.