Win with Vyn in the race to Net Zero

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The Context

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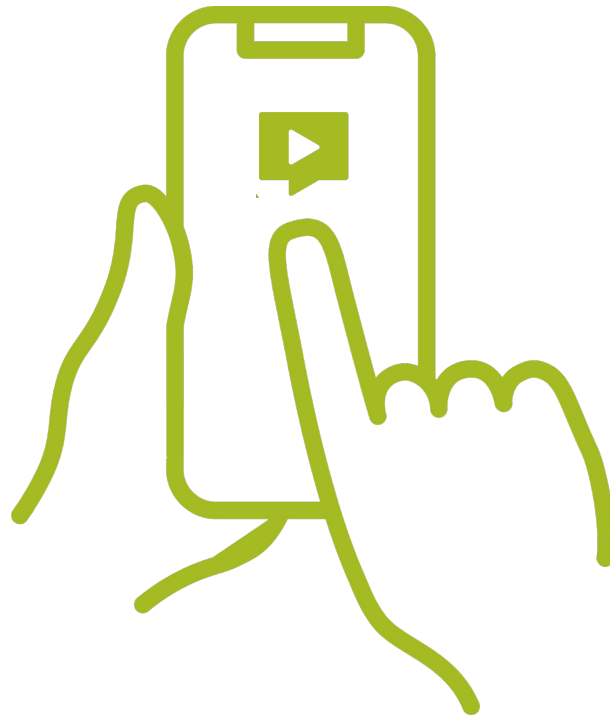
Energy, utility & telecom businesses are struggling to manage rising costs amidst regulatory pressures on quality, safety and customer service.

Customers expect a consumer-style easy to use digital experience from their service providers.
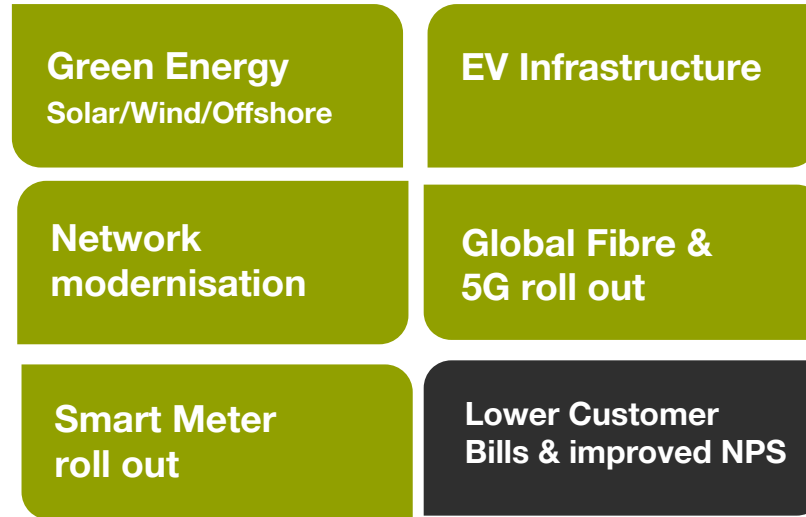
There is a **skills shortage** across multiple industries as there are fewer experts to get the jobs done.

Higher expectations to deliver infrastructure programmes **efficiently, on schedule, safely, sustainably and with quality**

Green Energy
Solar/Wind/Offshore

EV Infrastructure

Network modernisation

Global Fibre & 5G roll out

Smart Meter roll out

Lower Customer Bills & improved NPS

Net Zero | ESG | Price controls | Skills Shortage

Deskless workers+customers lose time on archaic methods costing enterprises billions in avoidable field visits, re-work & poor customer service
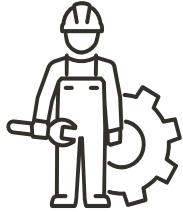
Field Workers & Contractors

Filling out numerous forms/checklists, feeling inefficient, buried under paperwork

Poor safety process adherence

Customers & Agents

Inefficient, time consuming verbal descriptions of complex issues

Repetitive interactions: bad and costly CX

Experts & Supervisors

Struggling to inspect jobs in disparate locations with limited visibility

Increased risk for employees and customers

Management

Inconsistent data flow hindering accurate visibility and planning

Challenges in meeting ESG/SDG targets

Vyn SmartVideoNotes

We digitally transform frontline operations, capturing
complex field information as
video data to create **financial** & **ESG value**.

Vyn's AI capability **extracts value** from this video data
to predict next actions, making it easier to
get **more done with fewer experts**

Vyn addresses growing **pain points** as the industry embraces stringent net zero & sustainability targets

Enable safe works with a proactive culture

Give customers & colleagues greener and simpler ways of working & collaborating

Lower cost to serve & shorter issue resolution time

Achieve more with less (supervisors/ experts)

Reduce risk with industrialised process across distributed assets/ sites

Reduce data silos across multiple parties with actionable knowledge base

Vyn SmartVideoNotes is a mobile-first SaaS Video AI platform*: **Simple. Smart. Secure. Scalable.**
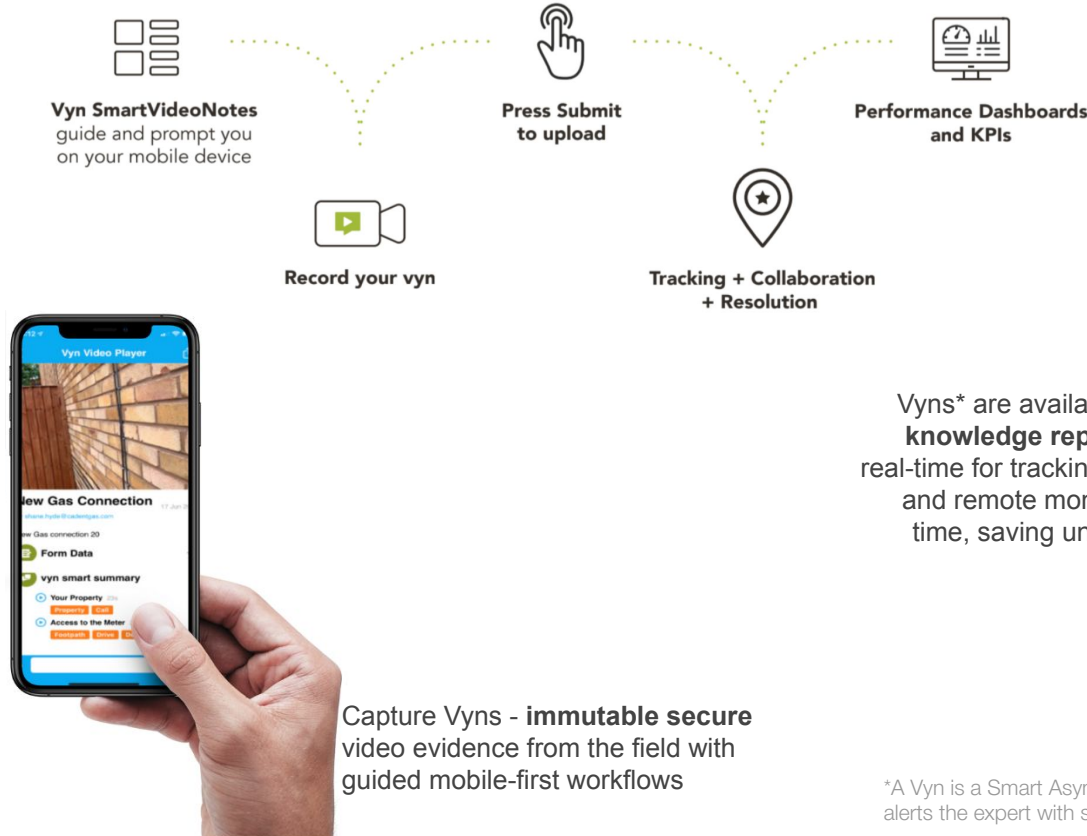
**Simple
to use**

**Simple
to deploy
and scale**

**Simple
to realise
10x ROI**

*Patents granted in smart data capture & annotation and smart recommendations

Vyn delivers **Remote Assurance** solutions tailored to your business needs, saving time, cost & carbon miles

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SmartVideoNotes

Vyn SmartVideoNotes
guide and prompt you
on your mobile device

Press Submit
to upload

**Performance Dashboards
and KPIs**

Record your vyn

**Tracking + Collaboration
+ Resolution**

Vyns* are available in a **shared knowledge repository** in near real-time for tracking, collaboration and remote monitoring - saving time, saving unnecessary field visits.

Vyn Video Player

New Gas Connection

New Gas connection 20

Form Data

vyn smart summary

Your Property
Property | Cat

Access to the Meter
Footpath | Drive | D
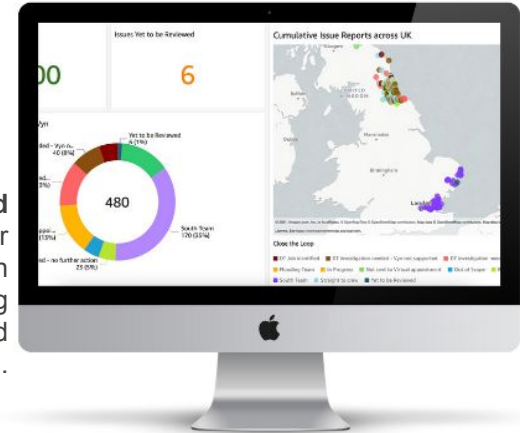
Capture Vyns - **immutable secure** video evidence from the field with guided mobile-first workflows

Issues Yet to be Reviewed

6

Cumulative Issue Reports across UK

480

Close the Loop

*A Vyn is a Smart Asynchronous VideoNote that auto guides the user to capture the right data, and alerts the expert with searchable annotated video evidence to prioritise and get the job done.

Vyn: One secure platform, multiple use cases
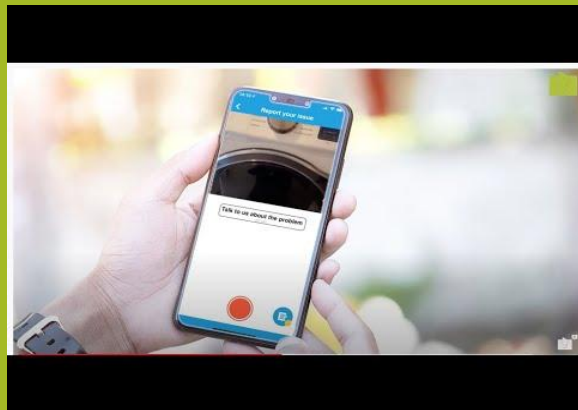
Efficient Customer Engagement with Vyn SmartVideoNotes

Construct, Install & Commission with Vyn SmartVideoNotes

Asset & Site Operations and Maintenance with Vyn SmartVideoNotes

Proven **use cases** where Vyn has made a **significant impact**

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Construct, Install & Commission with **Vyn SmartVideoNotes**

Efficient Site Surveys
Obtain all site data in just one visit, achieving Right First Time metrics

Reduced Snags Lists
Streamline, or even eliminate, snags lists for complex projects

Remote Supervision
Videographic evidence assures contractors' work for QA/QC enabling remote checks and monitoring from fewer experts

Faster Approvals
Enable limited expert resources to drive approvals with Vyn scene recreation, virtually

Automatic Handover Packs
Reduce friction and asset commission time with seamless, permanent, digital evidence

Proactive Safety Culture
Better situational awareness and process adherence across contractors/ subs with insightful leading indicators into management

Asset & Site O&M with **Vyn SmartVideoNotes**

O&M Asset Inspections
Carry out planned & unplanned maintenance, asset & safety inspections remotely - saving time, costs and carbon miles

Proactive Safety Culture
Assure both Process & Occupational Safety with better situational awareness and AI-powered feedback & leading indicators

- Near Miss Reporting
- Last Minute Risk Assessment
- Spot Checks
- Fresh Eyes

Efficient Customer Engagement with **Vyn SmartVideoNotes**

New Service Requests
Third parties (customers or developers) capture & share data for more efficient new connections/ green home surveys/ asset replacements

Faster Issue Reporting
Self-service reporting resulting in faster issue resolution

Customer Success Stories

We deliver **material business outcomes** in less than **10 weeks** for **global leaders** in over 15 countries

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Proactive Safety Culture ↑ **10x**
Accelerated response ↑ **20x**

First Time Right Productivity
Reduce field visits ↓ **35%**
Reduce time to acceptance ↓ **80%**
Reduce snags & re-works ↓ **60%**

Efficient Customer Engagement
Faster connections & issue resolution ↑ **85%**
Avoid contact center calls ↓ **45%**

ESG value enablers with digital Upskilling, reduction in waste and saved carbon miles

Telecom & Utilities
Customer Engagement

EV Charging
Remote Assurance

Home Services
Remote Assurance

Telecom
Remote Assurance

Power
Health & Safety

Facility Management
Health & Safety

Power
Asset Management

Facility Management
Health & Safety

Gas & Electricity
Remote Assurance

Power
Remote Assurance

Telecom
Remote Assurance

Gas & Electricity
Remote Assurance

Construction
Remote Assurance

edp · sse · ENGIE · Cadent · WALES&WEST UTILITIES

openreach a BT Group business · Shell · RSK · telent · ZÜND swiss cutting systems

NORTHUMBRIAN WATER living water · Dŵr Cymru Welsh Water · SEVERN TRENT · United Utilities

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Customer testimonials speak for themselves

"We found during the pandemic that, with Vyn, we **reduced field visits** by **32%**.

Nigel Watson
Chief Information Officer

"Vyn proved simple to deploy and has resulted in a **35% productivity improvement**. We're helping customers make **greener choices** with this **innovative digital technology**.

Nikki Flanders
Managing Director

"The great thing about Vyntelligence ... we've **reduced lead times by up to 85%** for the customer and got jobs completed **right first time**.
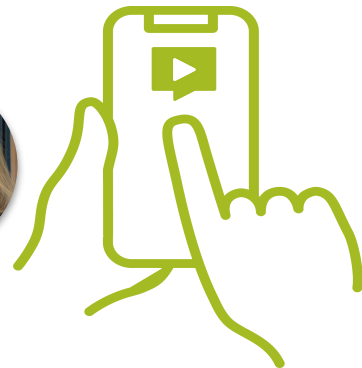
Mike Lapper
Head of Customer Experience

"Vyntelligence has delivered **5x ROI** and **NPS is up 20%** in the first 8 months.

Pedro Ribeiro
Director, B2C Energy Services

Vyntelligence delivers **multiple benefits** across utility, energy and manufacturing clients

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Cadent
Your Gas Network

edp COMERCIAL

JLA.

Delivering 100% response SLA for customer complaints

Vyn guided customers to record a pre-installation video for new connections & issue reporting to avoid surveyor site visits.
Apart from reducing lead time for mains replacement by up to 85%, customer complaints response within the 48-hour SLA has jumped to 100%

Reducing operational costs and improving customer NPS

EDP utilised Vyn for customer issue diagnostics and to enable remote assurance of work quality by 3rd party contractors.
Vyn's AI created an intelligent knowledge base of resolutions for agents to view and suggest to customers. This reduced unnecessary site visits by a third, and NPS was up 20%.

Improved order to delivery time and quotation accuracy

Vyn digitised the pre-install location survey for JLA, leading supplier of industrial laundry & catering equipment. This reduced order to delivery lead time by 21%

The improved survey quality eliminated revisits and gave clear situational awareness to delivery and install teams, reducing cancellations by 2% and driving improved customer NPS.

Vyntelligence delivers **multiple benefits** across utility, energy, telecom and manufacturing clients

Reducing cost and improving quality in the industrial 'gig' economy

BT Openreach deployed Vyntelligence to its 3rd party contractors for fibre installations and delivered a 68% reduction in work defects and a 93% reduction in handover audit failures. 100% of asset installation are remotely audited with Vyn. This has led to a 140% growth in installations.

Reducing truck rolls while delivering improved customer NPS Northumbrian Water Ltd empowered customers to report their water leaks and issues with Vyntelligence. By enabling remote triage, site visits were reduced by 32% and NPS for site visits improved by arriving with the right team, tools and insight to fix customer issues right first time.

Reducing response time for critical site safety issues & driving cultural change

Engie implemented Vyntelligence to enable all field workers to identify and report safety issues in their daily activities.

AI assessment with human approval of the detected issues delivered a 20x improvement in the response time to safety issue reports.

How it works

Vyn is a **comprehensive, scalable & extensible** system of engagement and intelligence for field work

Vyn: System of Intelligence & Analytics

Vyn: System of Engagement: Mobile Data Capture

Vyn: Remote Collaboration

Cloud Based Systems of Record
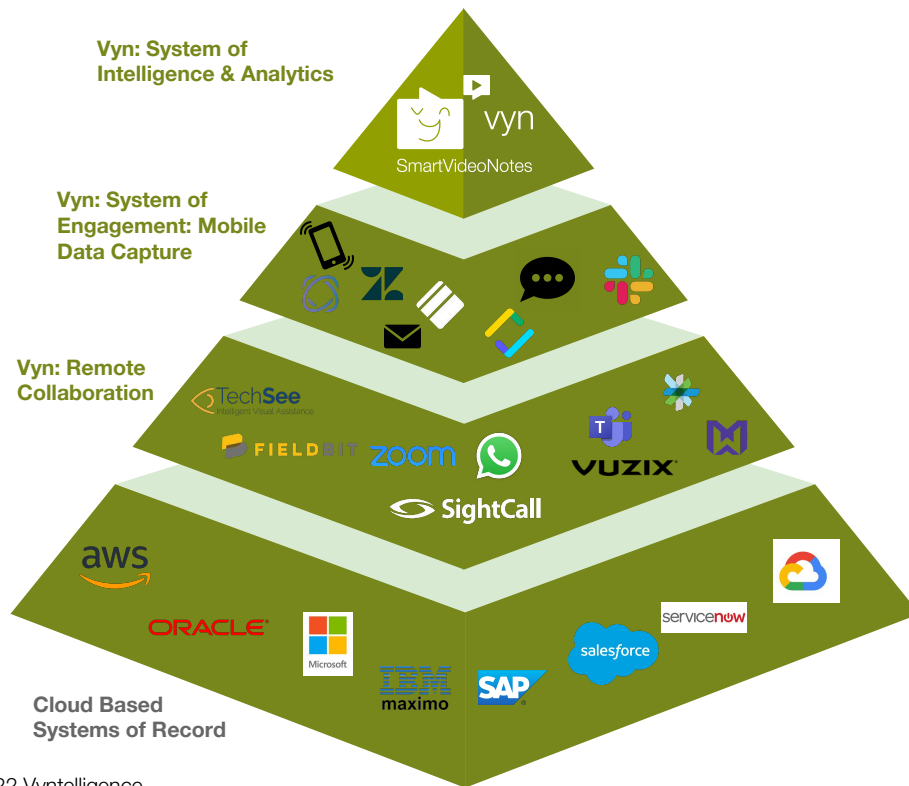
- **Digital User experience tailored** to analog and field work

- **Efficient and scalable** - with many-to-many collaboration (vs 1-1)

- **High quality data** supporting intelligent automation, **predictive insights and verticalized AI models**

- **Rapid deployment & Immediate ROI** by saving visits, saving expert resource time and driving productivity

- **Enterprise grade** security, privacy and auditability

Enterprise grade platform that digitalises intelligently for **multiple industries** and **workflows** across 3 main areas

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Vyn Added Value

- Increase NPS & upsells
- Reduce site visits
- Reduce re-works
- Reduce claims
- Proactive compliance
- Mobilisation of experts

Vyn ESG Value

- Save carbon miles
- Enhance digital skills
- Save materials
- Improve asset lifespans
- Safer work environment

Construct, Install & Commission

Asset and Site O&M

Efficient Customer Engagement

Energy

Utilities

Telcos

Construction

Manufacturing

Vyntelligence open API Platform Capabilities | Secure Cloud SaaS

| **Mobility (IoS & Android) Offline and App-less** | **Remote Supervision & Collaboration** | **AI powered Dashboards, Reports and Analytics** |
| **Central Knowledge Base Searchable for Tracking** | **AI Computer Vision & NLP powered next best action** | **Open APIs for Seamless Integration** |

aws

Vyn's growing AI catalogue **reduces manual intervention** with automated annotations and compliance/risk scoring

Vyn IP capabilities with AI and ML

Key:
- Computer Vision Model
- NLP Model
- Scoring Model

Home and Commercial Services
- Repair Services + Up-sell / Cross-sell
- Plant Risk Assessment
- Access Complexity Assessment
- Site Safety Score
- Job Complexity Assessment
- Quality Assessment
- Asset Health Score

Field Services
- Object Detection For Field Services
- Up/Down Barriers
- PPE site Compliance
- Person Detection
- Pre-site Access Advisory
- Fatal zone chain Compliance
- Worker@ Height Detection
- Chapter 8 Compliance Detection
- Dirty and Faded Signage
- Overhead cables Detection
- Water in trench Detection

- Available Now
- In Development
- ★ New work
- ☆ Model tuning and retraining

Automated AI Hazard Detection

PPE Vests: Compliant

How to get started

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Vyn is deployed in 3 weeks and we offer a Pay-as-you-grow commercial model

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USERS

Unlimited users & sub-contractors across both construction and O&M.

ONBOARDING

Dedicated Client success team for on-boarding of authorised users and sub-contractors

DATA

Data security approved platform with all storage included

PRICING

Volume based pricing

aws **Available in AWS Marketplace**

Timeline of Vyn deliverables and Benefits

Day 1

Day 90-180

Day 180-360

- Collect the right data at the right time

- **Empower users** to collect and consume data

- Processes adapted for **real-time field intelligence**

- **Remote supervision** for faster assurance

- **Draw insights,** correlations, and root causes after data collection

- **Enable automation** of assessments, triggers, and alerts

- **AI powered** Globally Searchable Knowledge Base

- Leading Indicators for proactive action

We offer **multiple deployment models** to suit different levels of solution maturity

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Vyn has deployed solutions at an atomic API level, as multiple standalone solutions and with tailored integrations to align to client landscapes, always with the best fit and ROI for our customers
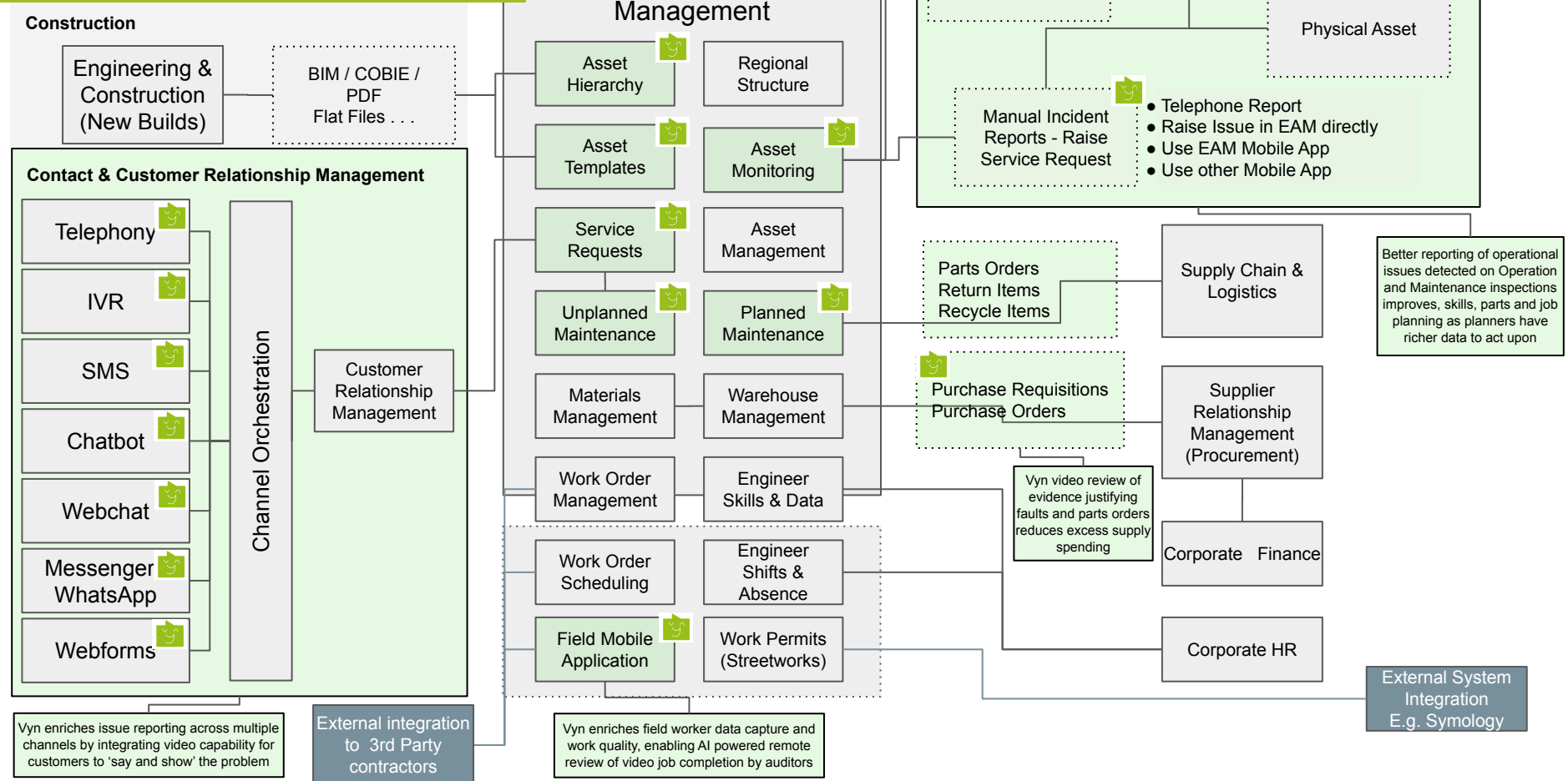
Out of the box solutions

Field Worker Safety

Remote Assurance

Efficient Customer Service

Point Solution Utilisation

Standalone vyn deployments

Selective feature use by customer

Growth through discovery

Full Enterprise Integrations

Customer Relationship Management

Enterprise Asset Management

Field Service Management

Open API Deployments

Adoption of Vyn components

Embedded within client solution

Vyn engine running in client colours

Co-Create Capability

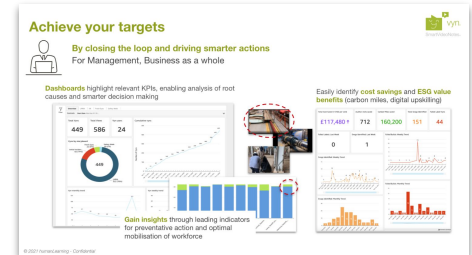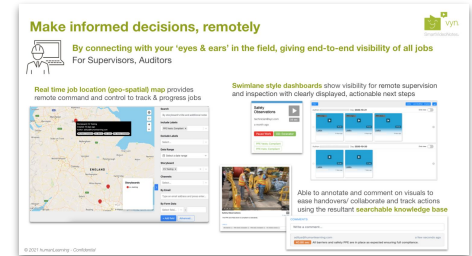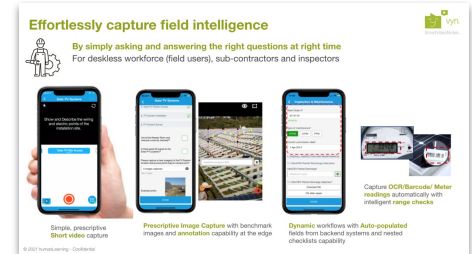Custom Client AI models

Blueprinted Enhancements

Different levels of client integration supported through our AWS powered Software as a Service Platform

Vyn capabilities within typical large enterprise architecture

Construction

Engineering & Construction (New Builds)

BIM / COBIE / PDF Flat Files . . .

Contact & Customer Relationship Management

- Telephony
- IVR
- SMS
- Chatbot
- Webchat
- Messenger WhatsApp
- Webforms

Channel Orchestration

Customer Relationship Management

Enterprise Asset Management

- Asset Hierarchy
- Regional Structure
- Asset Templates
- Asset Monitoring
- Service Requests
- Asset Management
- Unplanned Maintenance
- Planned Maintenance
- Materials Management
- Warehouse Management
- Work Order Management
- Engineer Skills & Data
- Work Order Scheduling
- Engineer Shifts & Absence
- Field Mobile Application
- Work Permits (Streetworks)

Operations & Maintenance

IoT Alerting

Physical Asset

Manual Incident Reports - Raise Service Request

- Telephone Report
- Raise Issue in EAM directly
- Use EAM Mobile App
- Use other Mobile App

Parts Orders
Return Items
Recycle Items

Supply Chain & Logistics

Better reporting of operational issues detected on Operation and Maintenance inspections improves, skills, parts and job planning as planners have richer data to act upon

Purchase Requisitions
Purchase Orders

Supplier Relationship Management (Procurement)

Vyn video review of evidence justifying faults and parts orders reduces excess supply spending

Corporate Finance

Corporate HR

External System Integration E.g. Symology

Vyn enriches issue reporting across multiple channels by integrating video capability for customers to 'say and show' the problem

External integration to 3rd Party contractors

Vyn enriches field worker data capture and work quality, enabling AI powered remote review of video job completion by auditors

Vyntelligence SaaS deliverables

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1. **Mobility** for richer and smarter data capture, with patented vyn-prompted workflows, to get right insight at right time from right person

    i. Multimedia data capture on mobile (video, audio, prescriptive images & forms)

    ii. Purpose-built, configurable storyboards to ensure data quality and consistency

    iii. App-based distribution for offline work

2. **Remote Supervision, Collaboration and Inspection** with manual, automated (AI-powered annotation) and leading indicators for rapid, timely action by right person

3. **Scheduling, Tracking and Analysis** to get the job done with **geo-map based interface** with intuitive Vyn dashboards

4. **Tamper proof, time stamped Reporting** for audit, claims and insurance purposes

5. **Simple user onboarding** across the supply chain (Customers, sub-contractors and suppliers) within minutes

6. **Swim-lane style dashboards** with easy-to-find insight on sites, assets and jobs

7. **Searchable Common Data repository (Knowledge Base)** to systematically correlate and organise the metadata & videos across multiple functions

8. **Enterprise grade Security and GDPR approved storage** for easy retrieval & auditability

9. **8x5 hours support** as standard

Effortlessly capture field intelligence

Make informed decisions, remotely

Achieve your targets

Clients get started in 3 to 6 weeks

Vyn delivers outcomes in quality and safety immediately

1. Discovery

Understand client context, priorities and desired business outcomes*. Align on use case(s)

3. Enable

Change champions, onboarding and governance led comms. Iterate with user feedback. Fine tune design elements if needed.

5. Review

Start realising value with operational insights & improvement. Iterate based on user feedback.

2. Design

Dashboards & Storyboards aligned to workflow and expected business outcomes. Simplify and re-imagine current process.

4. Deploy

Additional users onboarded. NLP-led AI categorisations* set up aligned with business need. Gets the job done. Faster outcomes. Avoids the need to view Vyns as we scale.

6. Roll out

New use cases. Roll out to further users. Realise further value. Prepare for CV-led AI outcomes* and alerts. Embed Vyn in business as usual

Weeks 1 - 2

Weeks 3 - 5

Weeks 6 +

Free 2 week trial offer
Experience the simplicity of the Vyntelligence technology

Guided, focused data capture
(video, image and dynamic forms)
using **out-of-the-box storyboards**
e.g. Job completion, Asset works
and H&S checks

Remotely review field data captured and
experience **enhanced visibility and
collaborative working** using our
supervisory console - able to ease
handovers and track actions/ next steps

Pre-defined statistical dashboards
give you an idea of the insights available
showing KPIs & success metrics that
enable faster **root cause analysis** and
smarter decision making
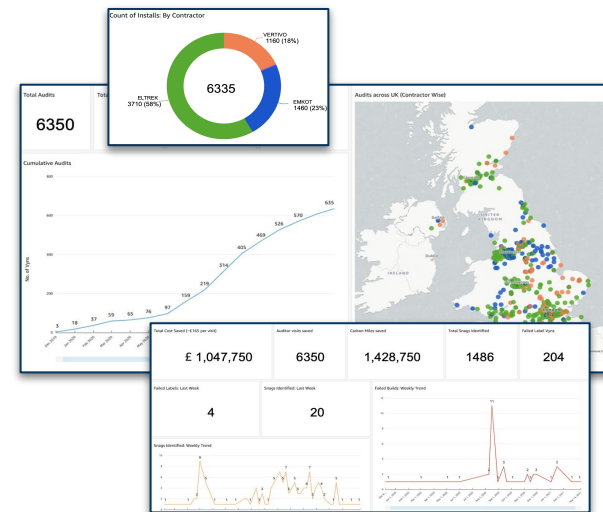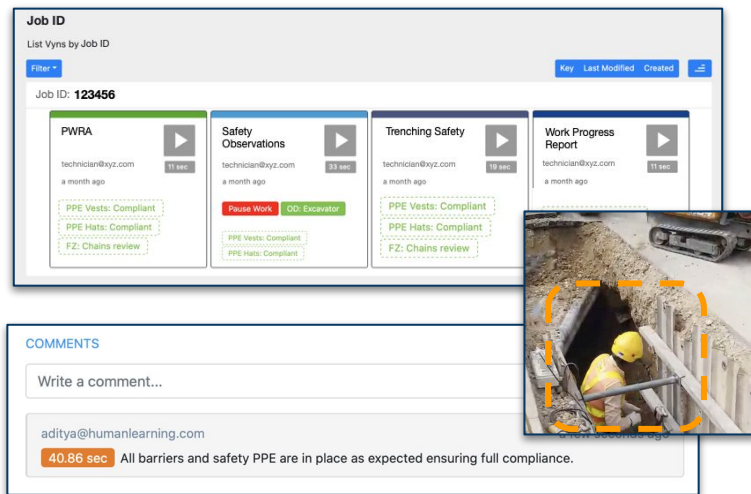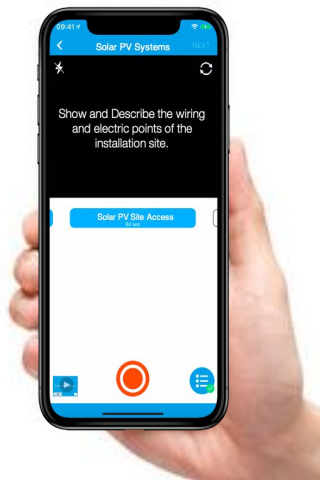
About us

Our team prides itself on delivering to our core values of
Simplicity, Velocity, Trust & Mutuality

| Paris | New Delhi | New York | Houston | London | London | London |

Kapil Singhal
Co-founder & CEO

Company builder & Enterprise sales leader with experience of scaling 0 → £250M. Started as a field service engineer at **Ericsson**. Passionate about Sustainable Innovation. Co-authored 3 US Patents granted
London Business School (MBA)
IIT Delhi (EE & CS)

Arti Khanna
Co-founder & CTO

Loves to make products that impact work life in society. Successfully crafted multi-million dollar enterprise platforms at **Hughes (Aricent). Multiple Patents holder**
NSIT (CS) Gold Medallist

Gaurav Baveja
Chief Financial Officer

Build partnerships, finance team and operational processes to drive growth. Previously **CFO+COO** of Vonage's SaaS business **and M&A Tech and Telecom investment banker** at Wells Fargo**.**
Columbia Business School (MBA)
IIT Delhi (EE & CS)

Mayank Sharma
Chief Data Officer

Solve business problems using convergence of human expertise, data, algorithms and systems. **Multiple patents** holder, widely published in ops research & mgmt science during his tenure at **IBM** Research
Stanford (PhD)
IIT Delhi (EE)

Tim Wood
Head - Software

Commercially focussed Software Architect who has delivered secure and reliable enterprise systems into Government, Banking and Telecom clients.
Imperial (PhD)
Imperial (MEng)

Mohit Mehta
AI (NLP & CV)

Loves to play with algorithms and find patterns in data. Previously led design teams for **image processing and graph analyses** at **Imagination Technologies** and at **Nokia**
Cranfield (PhD)
IIT Kanpur (Math)

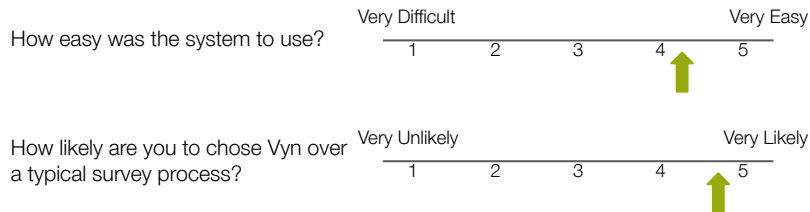**Mala Morris**
Marketing & Channels

Pioneered white labelling of brands in FMCG and Retail industries working across Advertising, Research and Marketing at **Lowe-Lintas, Foodworld** and **IGD**. **IIM Ahmedabad (MBA)**

Gaining recognition from a growing community of Vynners

Customer Ratings/Feedback

How easy was the system to use?

Very Difficult — Very Easy
1   2   3   4   5

How likely are you to chose Vyn over a typical survey process?

Very Unlikely — Very Likely
1   2   3   4   5

"VYN IS QUICK AND EASY TO USE! ONCE YOU START USING THE VYN APP, YOU'LL REALISE THAT YOU ARE ALREADY THINKING ABOUT THE RISKS, HAZARDS AND CONTROLS."

CRAIG RAYNER, CONSTRUCTION SUPERVISOR

Awards

50 Technology Fast 50
2021 UK WINNER
Deloitte.

ENGiE
2021 Innovation Trophy from 500+ entries

publicis sapient

Best Smart Network Solution

Standout Performer

aws partner network
AWS Energy Competency

47 Lining | accenture | Ambyint | aspentech | BTC | Cloudreach
CONTINO | energysys | epam | escalla | Flutura | FUGRO
HALLIBURTON | IBM | INT | KBR Let's Solve | minFy
NVIDIA | QRI | PARIVEDA | REPLY | Seeq | slalom
softserve | Soptim | tde | TensorIoT
UNLEASH | VALIDERE | vyn SmartVideoNotes | WELLAWARE

FREE ELECTRONS
2020 Free Electrons Winner
Voted as the best technology from among 850+ startups in a global program for the energy industry

Thank you!

To get started, write to hello@vyntelligence.com

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