

Team,

There is a new employee I would like you to consider hiring, as an assistant to you or your Service Manager. Here are their attributes.

- Never quit work ethic, never late, and willing to work seven days a week and twenty-four hours a day.
- Very affordable, working for a fixed rate of \$2,400 annually.
- Determined and religious about keeping our teams on track and delivering quality, no callback installations.
- Constantly learning and improving to ensure all follow best practices.
- No ego, with an eager-to-please attitude.

Too good to be true?! Meet the **XOI Virtual Service Manager Assistant**. Daikin has invested significantly in XOI to collaborate with you on the best possible installations to ensure factory-designed performance, happy customers, and quick payment to you.

XOI is a knowledge base, AI-driven, process control tool using workflows. It will allow your best craftsmen installers to perform with consistency while building a permanent knowledge base for your future, and allow your new installers to look like seasoned professionals. One thing is sure, we MUST leverage technology to sustain our growth and improve our profitability.

The simple focus of technology is to streamline business processes. By automating repetitive tasks like system installations or maintenance calls, we can improve communication and collaboration, and gain insights from the data, learn how to operate more effectively and efficiently. Ultimately, it will help us gain a competitive advantage, keeping and gaining market share.