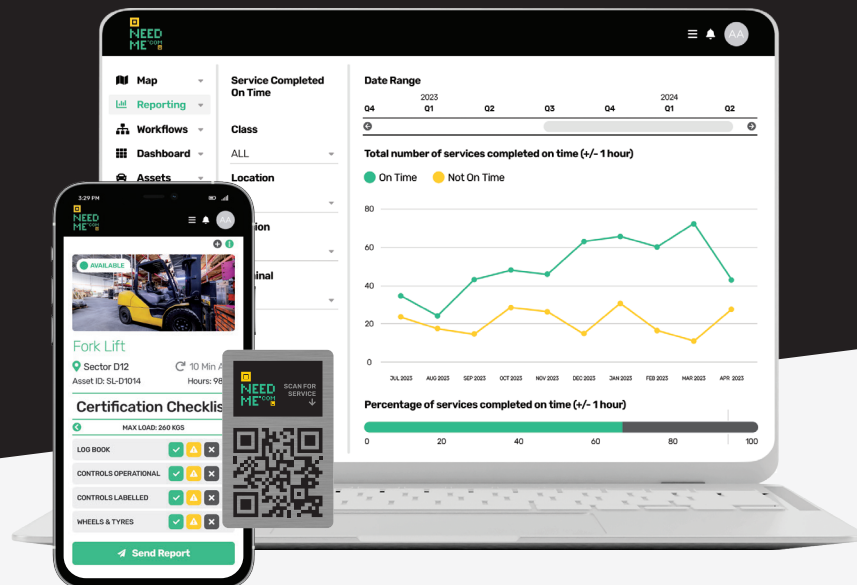


Deliver smarter service, higher performance, and stronger loyalty



Service contracts and key accounts are won and lost on performance. With connected equipment, digital workflows, and automated SLA reporting, you can prove your value – every day. **Blackhawk.io** helps service and maintenance providers move from reactive to proactive operations, turning data and transparency into your strongest competitive advantage. Whether you manage equipment maintenance for fleets of assets, machinery, or facilities – Blackhawk.io connects your people, your assets, and your clients into one intelligent maintenance ecosystem.

TOP 3 OUTCOMES / BENEFITS

- ✓ **Become the preferred partner for major accounts.** Build long-term stickiness with clients through performance transparency, data-driven insights, and proactive maintenance delivery.
- ✓ **Improve service delivery and response times.** Digitised job workflows, automated updates, and real-time equipment visibility drive faster repairs and reduced downtime.
- ✓ **Prove your performance with SLA transparency.** Automated KPI and SLA dashboards demonstrate your service quality and differentiate you from price-only competitors.

TOP 3 PAIN POINTS SOLVED

- ✗ **Competing on price alone in contract tenders.** Without clear evidence of service quality or reliability, maintenance contracts are won or lost purely on cost.
- ✗ **Reacting to problems and struggling to deliver real-time transparency and proof of service.** Without live SLA tracking or automated reporting, it's difficult to show performance and ROI.
- ✗ **Paper-based processes slowing job turnaround and communication.** Manual job cards, handwritten forms, and phone calls leads to missed updates, slow approvals, and limited visibility into job progress and asset condition.

TOP 3 KEY CAPABILITIES

- ✗ **Connected Equipment = Proactive Maintenance.** IoT-connected assets enable runtime-based servicing, predictive fault detection, and automated alerts before breakdowns occur.
- 📱 **Digital Service Requests – No App Required.** Clients can scan a QR code on the asset to instantly raise a service request and view asset condition status without needing a login.
- 📊 **Automated Reporting & SLA Tracking.** Real-time dashboards show job progress, asset uptime, and SLA performance metrics – giving clients full visibility and you full control.

Real results

EXAMPLE CUSTOMER STORY



We helped AB Equipment secure a 10-year, \$150M nationwide maintenance contract with Air New Zealand by transforming their service delivery through digital connectivity.

- ✓ 5,000 ground support equipment assets connected
- ✓ 3,000+ digital inspection forms per month

- ✓ 400+ urgent breakdowns logged digitally each month
- ✓ Real-time SLA and KPI dashboards
- ✓ Improved on-time maintenance with runtime-based servicing
- ✓ Displaced incumbent international service provider through data-driven differentiation and branded services

How it Works

PROBLEM:

SOLUTION:

"Our clients only see us when something goes wrong."

Connected equipment gives you live visibility and automated alerts. You can service assets before breakdowns occur – turning reactive calls into proactive maintenance.

"We lose contracts because we can't differentiate our performance."

Every inspection, repair, and response is automatically logged. Generate SLA and KPI reports instantly – showing uptime, response time, and compliance metrics. Show a higher level of performance as the new normal and become the preferred supplier of choice.

"Our clients want real-time updates without endless phone calls."

Digital workflows send automatic job status updates to clients as work progresses – from request to completion – reducing manual admin and improving transparency.

"Technicians still rely on paper job cards."

Digital job forms capture data, photos, and approvals on any device. Everything syncs instantly, so office staff and clients see updates in real time.

"We waste hours chasing parts approvals and sign-offs."

Smart workflows route approvals and notifications automatically – accelerating repairs and improving first-time fix rates.

"We need a way of setting our brand and expertise apart from the other guys."

Create your own branded service portal that is easily accessible for your clients, without the need for downloads or onboarding, that improves your brand performance and well as your maintenance services.

Simple, automated workflow

Win, deliver, and retain major maintenance contracts with total transparency.



WHY BLACKHAWK.IO

- ✓ Proven technology trusted by OEMs, dealers, service providers and blue-chip companies.
- ✓ Deploy in weeks, not months – fully branded, white-label capable.
- ✓ Scales from local workshops to global maintenance networks.

ABOUT BLACKHAWK.IO – intelligent operations

Blackhawk.io connects people, equipment, and data to make operations smarter. We integrate and automate through IoT, AI, and digital workflows that are easy for people to use – turning digital transformation into everyday reality. Our platforms improve maintenance, compliance, and collaboration across the entire equipment lifecycle. By combining human expertise with intelligent technology, we help teams work faster, make better decisions, and achieve more together.