

**Avidbots™**

# Avidbots Customer Success Program

World-class support for a world class robot.



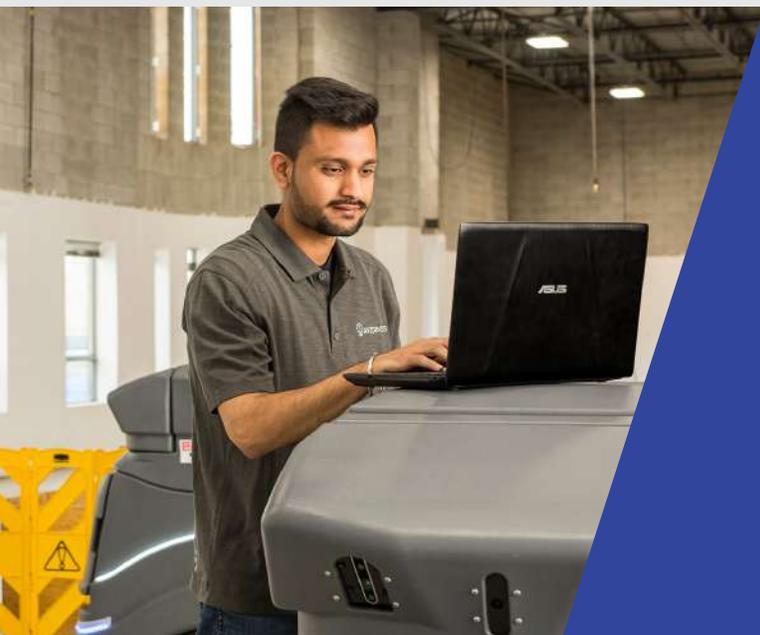
# Welcome to the Future of Floor Cleaning

Avidbots Neo™ is the most sophisticated autonomous floor-scrubbing robot on the market; just as revolutionary is the support that Avidbots ships behind each Neo. Because Neo is a connected robot, the Avidbots Customer Success Program fundamentally changes the game and provides a level of support yet unseen in the industry. Whether you are purchasing one Neo or an entire fleet, our world class customer success program is here to help you.



## WHITE GLOVE TREATMENT FOR A WHITE-HOT ROBOT

From the moment you receive your robot, our factory-trained technicians assist with your Neo deployment. This includes creating cleaning plans unique to your facility, training your staff on operating and maintaining your Neo and learning about Avidbots Command Center, a web-based platform that provides you with a level of oversight and performance measurement that you won't find in other commercial floor scrubbers. You can think of this as white glove service for your robot scrubber.



## ONGOING MONITORING + CONTINUOUS IMPROVEMENT

Avidbots customer service does not end after your initial deployment. In fact, it transforms into a new and advanced relationship. Because Neo is connected, our Customer Success Team monitors your Neo, working with you to continuously improve based on changing environments, construction, temporary obstructions, weather and traffic patterns.



### WORLD-CLASS TRAINING

Getting your maintenance and cleaning team quickly trained and running is one of our primary goals during your Neo deployment. We employ multiple tools to support your setup: training, educational videos, written documentation, a quarterly newsletter to update you on new or enhanced features and multi-language intuitive user interfaces. It is a comprehensive package that gives your staff everything they need to succeed with Neo.



### MULTI-CHANNEL COMMUNICATION

At Avidbots, we strive to make our Customer Success Program as easy to use as our robots. You can reach us by phone or quick response email assistance, so we can always keep your Neo up and running, operating at peak performance. You can even shop for replacement consumables on our online store anytime, day or night!

## Why Avidbots?

Buying an Avidbots Neo isn't just buying a floor scrubber. It's investing in a technological future that can redefine your cleaning function, making it more productive, more cost effective and easier to run. More importantly, our robotics and AI technology open up new opportunities to make your business even more successful. We realize this isn't just about buying a product, or a technology, or even a business proposition. You want to buy into a trusted partner who can take you into the future of automated operations using cutting edge robotics. At Avidbots, we work side-by-side with our customers to earn that trust and realize all the benefits that robotics can bring them.



## About Us

Avidbots is a robotics company with a vision to bring robotic solutions into everyday life to increase organizational productivity and to do that better than any other company in the world. Our groundbreaking product, the Neo autonomous floor scrubbing robot, is deployed around the world and trusted by leading facilities and building service companies. Headquartered in Kitchener, ON, Canada, Avidbots is offering comprehensive service and support to customers on 5 continents.

## Contact us now for a meeting



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