

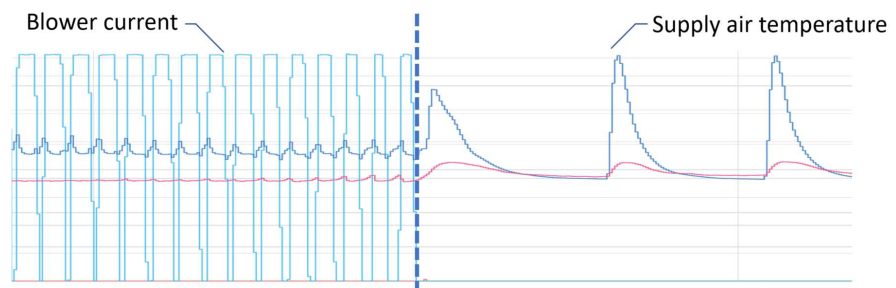
# WIN-WIN-WIN with IoT

## IMPORTANCE OF COMFORT

A pleasant experience in your store means customers will stay longer and purchase more merchandise. This directly contributes to the success of your business and it is not possible if patrons are uncomfortable. People expect to be greeted with a blast of cool air during their trip to the hardware store after working outside in the hot sun. This cannot happen if the HVAC system refuses to circulate air because of a failed blower, and this is exactly what occurred at a hardware store in Modesto, CA.

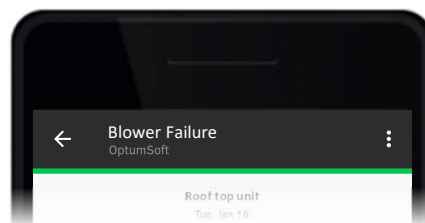


BLOWER FAILURE



## UNKNOWN ISSUES CREATE BOTTLENECKS

The months before summer are mild and a failed blower can go unnoticed. This leads to high demand for HVAC service technicians when the first hot day arrives and many business owners find out at the same that they cannot cool their buildings. Everyone rushes to pick up the phone and there is an immediate shortage of qualified technicians. It can be days or weeks before getting help. Early warning is critical.



## EVERYBODY WINS

OptumSoft SmartHVAC is designed to notify business owners and service technicians of failures so that they can be fixed at the optimal time. The hardware store in Modesto CA found out they had a problem long before it impacted the business. The service technicians were able to get work at times which are usually slow, and they are extremely happy to not be rushed when fixing a critical system. And lastly, the store customers had an enjoyable trip to the hardware store. Everybody wins.

**S M A R T H V A C S U C C E S S S T O R Y**