



Abound™ Advisory Services for intelligent building equipment operations.

Managing equipment operations across a portfolio of multi-site retail, commercial offices, or large buildings presents significant challenges. It involves overseeing the entire equipment lifecycle — operations, maintenance, repair, retrofit and replacement — while also balancing energy consumption, equipment availability, performance, and overall lifecycle management.

For most organizations, budgets are a major constraint. They need to prioritize objectives and allocate spends accordingly. Additionally, the lack of centralized visibility into equipment performance complicates the identification of problems, hindering effective triage. This causes organizations to react to issues as they arise. Organizations need the right information to make informed short-term and long-term investment decisions, align efforts and optimize building operations efficiently.

There are three challenges that organizations usually face:



Maintaining occupant comfort and service levels



Optimizing energy and maintenance budgets



Making repair versus replace decisions within the available budget

Elevate your building operations with Abound Advisory Services

With Abound Advisory Services, we augment your team with insights and expertise, so that they can run operations in a measurably better way. The services leverage the Abound™ Insights platform and the Carrier Customer Command Centers to enhance building operations. The platform-enabled services are delivered with the support from domain experts from the command centers, enabling scalability and comprehensive operational visibility. The Abound Insights Assistant Application gives you all the platform driven insights at your fingertips, on either a mobile phone or desktop. The application offers a view into the status of equipment health across your portfolio, informing

you in advance which pieces of equipment are performing poorly or likely to breakdown. The domain experts leverage these insights along with system analysis to help your team to plan actions and avoid equipment breakdowns. When you take the actions in time, occupant comfort and service levels are maintained, and you can avoid expensive repairs and loss of business during downtimes.

The domain experts identify opportunities to optimize operations. They closely support your team in establishing a program, in which your team becomes comfortable in using the application to streamline predictive maintenance activities and enhance efficiency. They also advise on modernization strategies and determining the right time for replacing equipment. They prioritize and validate actions before passing it on to your teams for effective implementation, saving you time and effort.

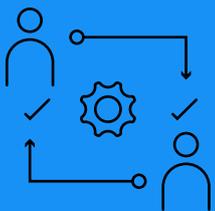
The services focus on providing advanced diagnostics and prioritized actions, driving energy and maintenance cost savings, improving occupant comfort and equipment uptime, while advancing sustainability goals. You can manage your building or portfolio of buildings as a cohesive whole.

About Insights Suite of Products - Feature Set



Predictive actionable insights that support proactive and prioritized actions

- Get detailed information on equipment performance issues
- Receive recommendations in simple language
- Initiate actions based on the recommendations, their stated impact and your business priority



Persona-based workflows allow you and your team to be more efficient and productive

- View, Export and Share prioritized to-do lists



Near real-time equipment performance data allows teams to stay on top of their maintenance activities

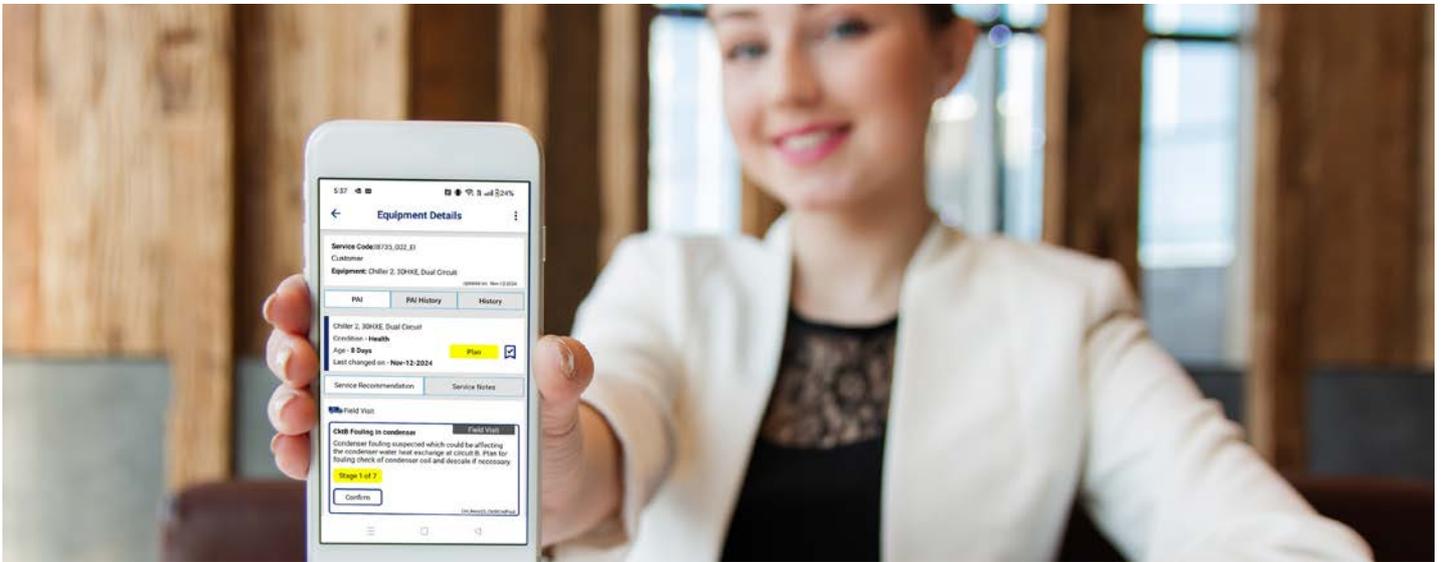


Customizable views makes it easier to navigate and access information



Detailed visualizations enable deep dives into building data

- View your entire portfolio of buildings and connected equipment
- Analyze trends with clear charts and graphs and options to customize them
- Generate reports and share them



The application is currently available in 9 languages (English, Spanish, Turkish, German, French, Dutch, Italian, Mandarin, Japanese).

Carrier Customer Command Centers Services set

Base



Program Management and Delivery Governance: The team supports you with centralized management of program milestones and deliverables based on a robust framework.



Remote Diagnosis and Issue Triaging: The team remotely assesses issues and efficiently prioritizes actions based on their urgency and impact on the business.



Expert Driven Guidance: Receive contextual recommendations from domain experts using the Abound Insights platform and system analysis, to meet business demands.

+ Advance



Receive status reports on Open, Work-in-Progress and Closed actions.



Get reports on potential energy savings.

+ + Premium



Drive equipment upgrades and modernization with data, performance analytics, and subject matter expertise.



Leverage insights on repair versus replacement opportunities for better capital budgeting and resource planning.



A view of the Carrier Customer Command Center in Bengaluru, India

What Sets Us Apart

Domain expertise: Our highly trained engineers and domain experts leverage our AI platform for robust decision-making, providing support to your organization – including energy, facility, and field technician teams.

Technology: The Abound Insights platform supports over 25 equipment categories with coverage across industries, optimizing energy and maintenance operations throughout the equipment lifecycle.

Integrated approach: We offer customized advice for equipment, addressing specific challenges and applying a systems-thinking approach to resolving problems.

Proactive remote support: Our team works proactively to reduce downtime, prevent issues before they escalate, and offer continuous improvement opportunities.

Innovation: We have 54 patents granted across multiple jurisdictions, for innovations in the solutions we provide under Carrier Abound.

Global presence: We manage over 55,000 sites across North America, Europe and Asia.

Write to us at abound@carrier.com for more on how we can help your company achieve its business and sustainability goals.

About Carrier Abound

Carrier Abound provides digitally connected lifecycle solutions and services for diverse building portfolios. The solutions and services enable building management to see deeply and broadly across their assets, prioritize and act on real-time insights, and refine, adapt, and scale on a continual basis to improve energy efficiency and asset performance, enhance occupant comfort and productivity, and streamline compliance reporting. Carrier Abound is part of Carrier Global Corporation, global leader in intelligent climate and energy solutions.

For more information, please visit abound.carrier.com and join the conversation on [LinkedIn](#).

