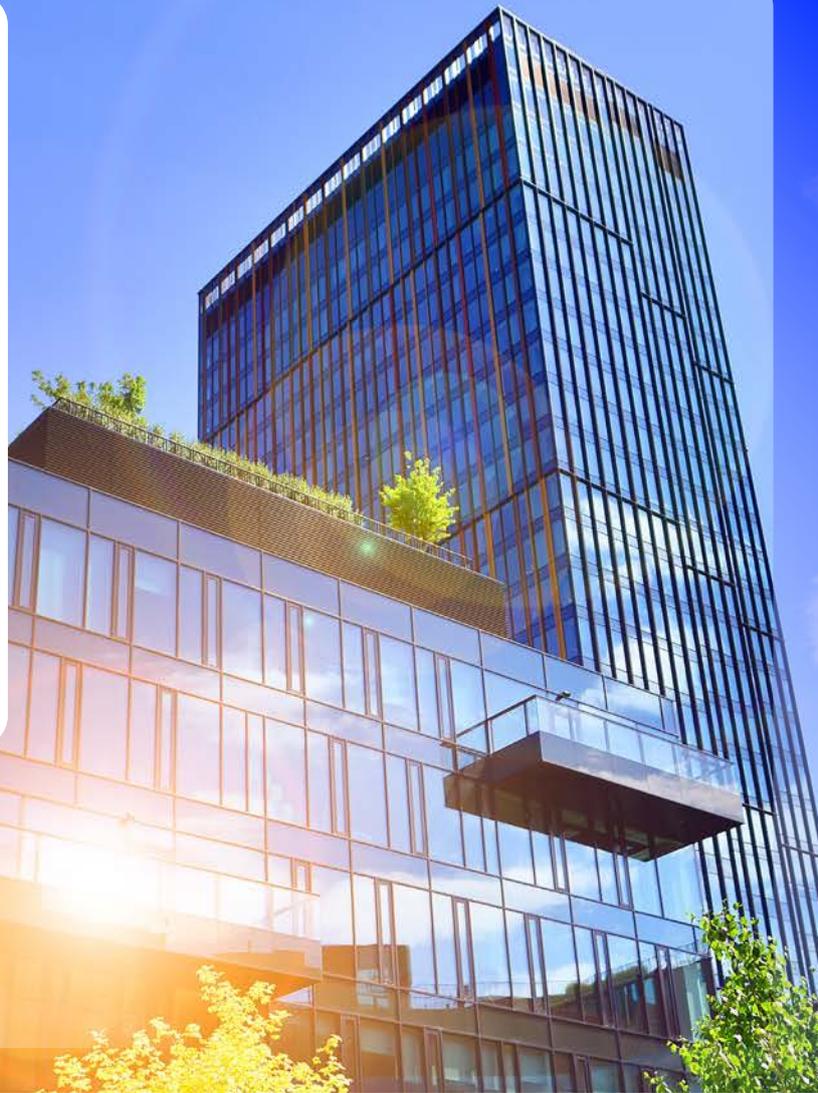




## Abound™ Managed Services for intelligent building equipment operations.



Overseeing equipment operations across a portfolio of multi-site retail, commercial offices, or large buildings can be challenging. It requires managing the full equipment lifecycle — operations, maintenance, repair, retrofit and replacement — while ensuring optimal energy consumption, equipment availability, performance, and overall lifecycle efficiency. Additionally, a fragmented approach to collecting and analyzing equipment data can lead to a lack of visibility regarding performance and issues, making it difficult to prioritize maintenance tasks.

Building management or facilities teams find it challenging to pinpoint actions that can optimize equipment lifecycle, energy savings, and maintenance cost efficiency, while also enhancing occupant comfort and equipment uptime. With limited resources, meeting decarbonization goals becomes an even greater challenge.

Abound Managed Services provide organizations with the right expertise and governance to effectively implement technology solutions across a portfolio and enable the diverse teams working on the buildings, to be more effective. Building portfolios can be monitored and managed from a single platform, eliminating geographical constraints, and allowing flexible resource allocation as needed.

With Abound Managed Services, organizations are enabled to:



Optimize energy, maintenance costs, and equipment uptime



Enhance temperature and policy compliance



Progress on decarbonization and sustainability goals

### Optimize your building operations with Abound Managed Services

Abound Managed Services offer a comprehensive solution to effectively manage building equipment. The services leverage the Abound Insights Platform and the Carrier Customer Command Centers to enhance building operations. The platform-enabled services combine with ongoing support from domain experts and analysts from the command

centers, giving you scalability and comprehensive support in your equipment operations and maintenance. 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 likely to breakdown. The domain experts proactively leverage these insights and system analyses to plan actions and avoid equipment breakdowns. They provide prioritized actionable worklists, create the tasks in your system and track the completion of work orders. Post that, they check whether the work was carried out effectively and achieved the desired result. In addition, they help you optimize equipment lifecycle, suggest modernization strategies, and inform when should be the right time to replace equipment.

With the Abound Managed Services, you benefit from having an expert remote service management team that supports your existing facility management team and acts as their extension, helping you achieve your business and sustainability\* goals.

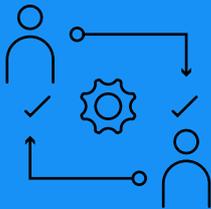
\*Based on reduction of energy consumption, technician dispatches and leakage of refrigerants.

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

## Carrier Customer Command Centers Service 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 issue 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 analyzing the system, to meet business demands

### Advance



Receive status reports on Open, Work in progress and Closed actions



Get reports on potential energy savings

### Service Management



Track work order progress created in your Work Order (WO) management system. This will be organized by priority, for monitoring timely completion of critical projects



WORK ORDER

Get efficient planned remote support for resolution of WO created by Carrier Abound, field resource deployment and field resolution effectiveness.

### + 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.

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

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

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

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

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

Write to us at [abound@carrier.com](mailto: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](https://abound.carrier.com) and join the conversation on [LinkedIn](#).

