

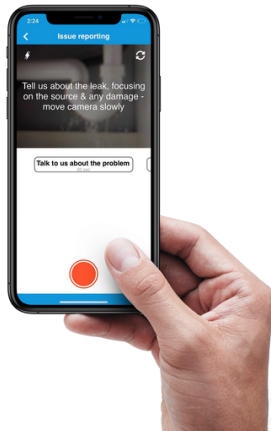
32% Reduction in Field Visits with Vyn

By implementing Vyntelligence, Northumbrian Water (NWL) improved operational efficiency in resolving customer reported leaks. Providing their customers access to Vyntelligence's guided, structured video notes (Vyns), they were able to obtain enhanced and contextualised incident data for smarter resolution.

NWL customers simply clicked on a link and, without downloading an app, provided succinct information on the issue asynchronously.

Supervisory engineers remotely triaged the issues to determine the next best action reducing initial site inspections by 32%.

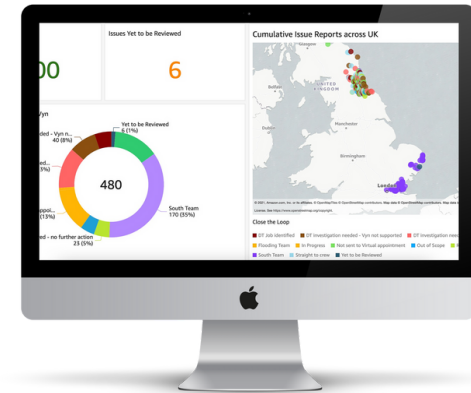
Based on their findings, the **relevant crew** and materials were sent to fix the job right first time, improving customer experience.



- Guided, video storyboard to record succinct multimedia data
- App-less access from a web link with any smartphone



- Instantly analysed for remote incident review from anywhere
- GPS enabled and annotated for easy job tracking and collaboration



- Visual dashboards to monitor outcomes and faster issue resolution
- Integrated to Work & Asset Management Solution