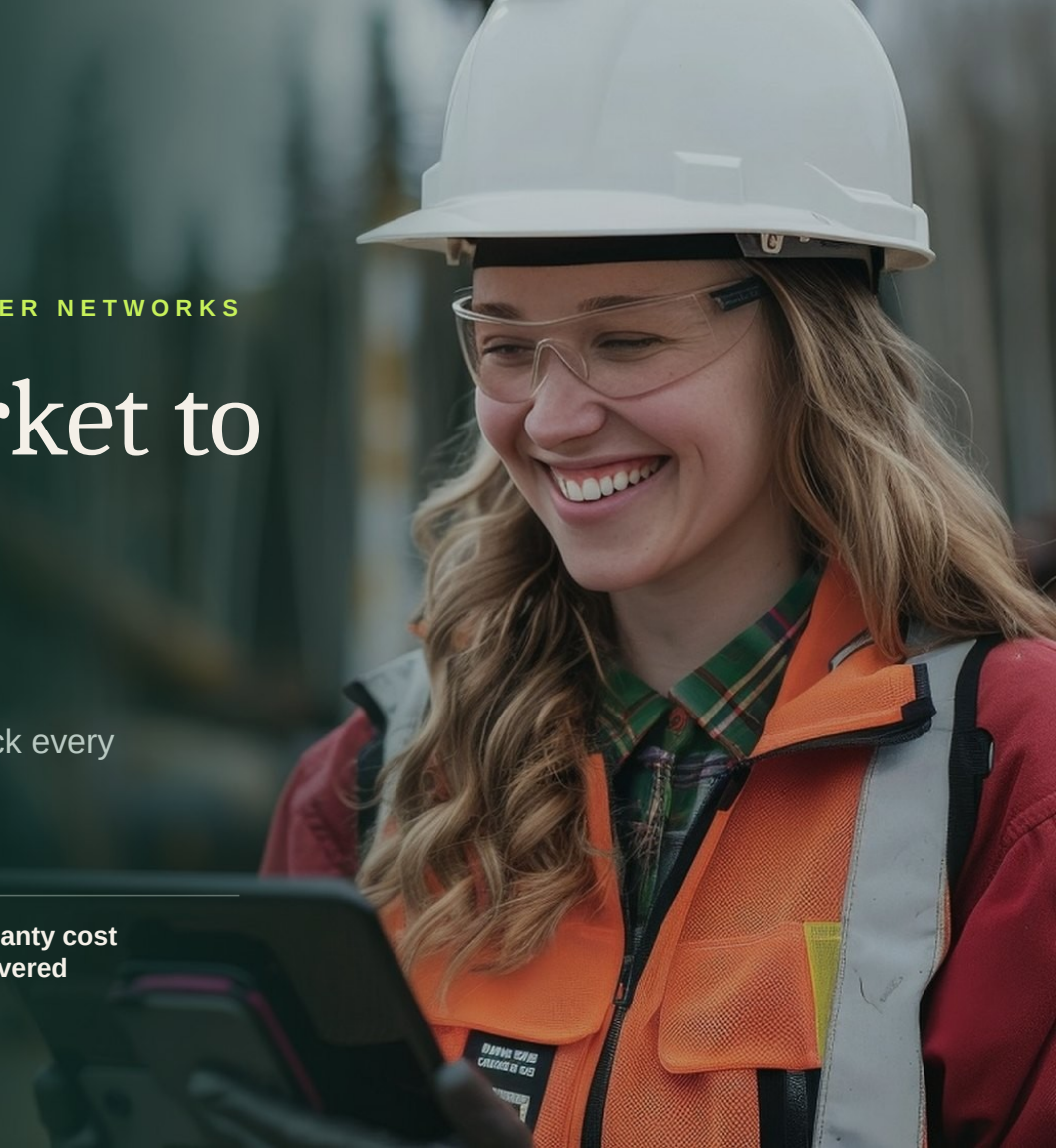
ROUND INFINITY

FOR EQUIPMENT OEMS, MANUFACTURERS AND DEALER NETWORKS

Move your aftermarket to agentic.

AI agents serve every dealer, diagnose every fault and check every warranty claim. Your engineers and analysts decide.

01	**Dealers served with full context**	02	**First-time fix in the field**	03	**Warranty cost recovered**



Round Infinity, Inc.

From manual to agentic.

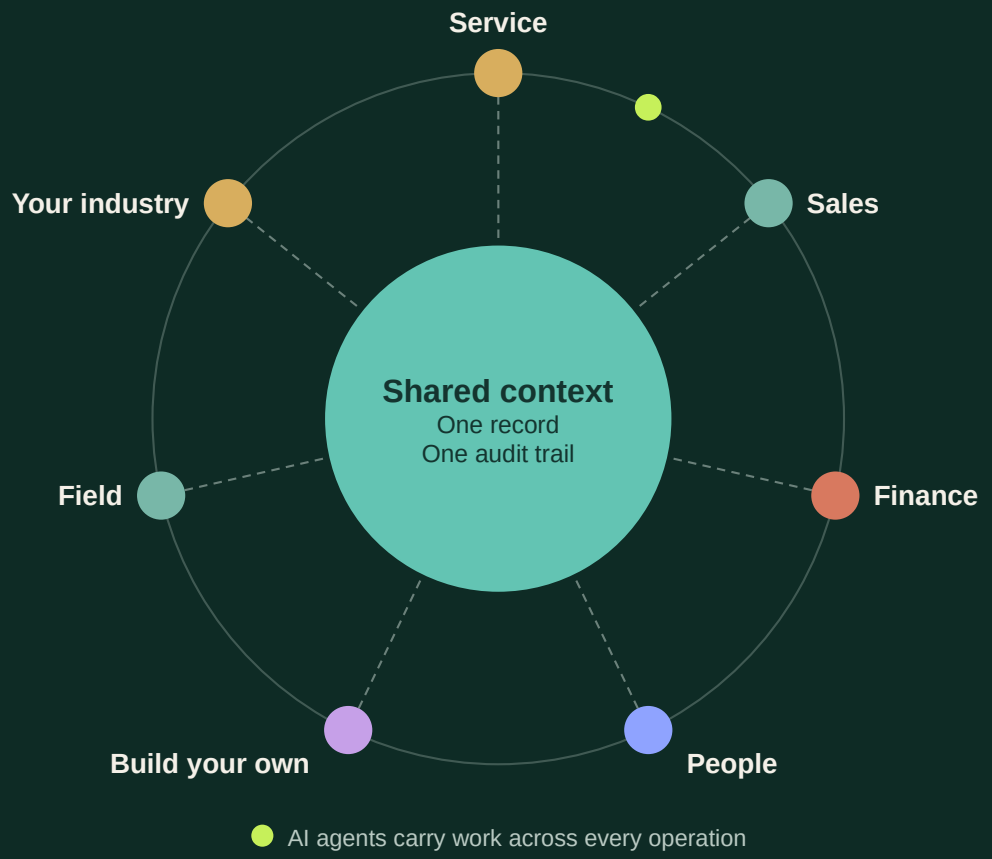
TODAY		WITH ROUND INFINITY
Dealers phone in for order and warranty status	→	Dealer questions answered; cases opened with details filled
Engineers arrive without the unit's history	→	History, likely cause and parts prepared before the visit
Warranty claims paid without checks	→	Claims checked against coverage, labour times and history
Field failures reach engineering months late	→	Failures clustered by part and batch as they happen



Every operation on one shared context.

Your industry's workflows and your core operations run on one shared context. An agent that picks up a task sees every customer, case, contract and payment it touches, and acts across your systems.

One record	Customers, documents and decisions stay connected.
One audit trail	Every action, by an agent or a person, is recorded.
AI agents that act	They prepare, decide within limits and hand off.
People in control	Approvals sit where judgment matters.



One asset journey, end to end.

Five steps. Pack apps hold the work, AI agents do it, people decide, and a Round Infinity use case completes each step.

01 REPORT

Take every dealer and customer issue

AI AGENT

Dealer Service

Answers dealers and opens cases with the right data.

APP Dealer & Distributor Portal

PEOPLE Service desk handles escalations.

USE CASE **Service**

→

02 DIAGNOSE

Diagnose with the full installed-base history

AI AGENT

Technical Support

Suggests likely causes from history and manuals.

APP Technical Support Workbench

PEOPLE Engineers confirm the diagnosis.

USE CASE **Legal Operations**

→

03 FIX

Send engineers with the right parts

AI AGENT

Field Service

Prepares engineers with history, parts and guidance.

APP Installed Base · Spare Parts

PEOPLE Engineers fix on site.

USE CASE **Field Service**

→

04 RECOVER

Decide every warranty claim on evidence

AI AGENT

Warranty Adjudication

Checks claims against coverage and recovers from suppliers.

APP Warranty Claims & Recovery

PEOPLE Warranty managers approve.

USE CASE **Accounts Payable**

→

05 IMPROVE

Turn incidents into fixes and aftermarket sales

AI AGENT

Quality Incident · Aftermarket Growth

Clusters incidents and spots parts and upgrade demand.

APP Quality Incidents (8D/CAPA)

PEOPLE Quality owns the 8D.

USE CASE **PO to Cash**

04 DIAGNOSE

Every fault, diagnosed first.

The Technical Support agent reads symptoms, error codes and photos against manuals, bulletins and past fixes.

- Serial and configuration
- Warranty and contract
- Error codes and photos
- Similar past fixes
- Next troubleshooting step

POWERED BY

MANUFACTURING PACK — Support Workbench · Support agent

+ USE CASE — Legal Operations

PREPARED BY AI AGENT *Illustrative*

Case 77104 · hydraulic press

Dealer case · serial ending 8812

UNIT	HP-400 · built 2022 · 6,140 run hours
COVERAGE	In warranty · gold service contract
ERROR	E-217 pressure drop · photo of a leaking seal
PAST FIXES	Bulletin SB-31 seal kit resolved most cases

NEXT STEP

Replace seal kit SK-400 · check pump pressure
Engineer confirms · parts reserved at the dealer

Six aftermarket agents. Each with a partner.

AGENT 01

Dealer Service

Answers order, parts and warranty questions; opens cases with details.

+ Service

AGENT 02

Technical Support

Diagnoses from symptoms, codes and photos using manuals and past fixes.

+ Legal Operations

AGENT 03

Field Service

Prepares engineers with history, likely causes, parts and procedures.

+ Field Service

AGENT 04

Warranty Adjudication

Checks claims against coverage, labour times and prior claims.

+ Accounts Payable

AGENT 05

Quality Incident

Clusters failures by part, batch and symptom; opens investigations.

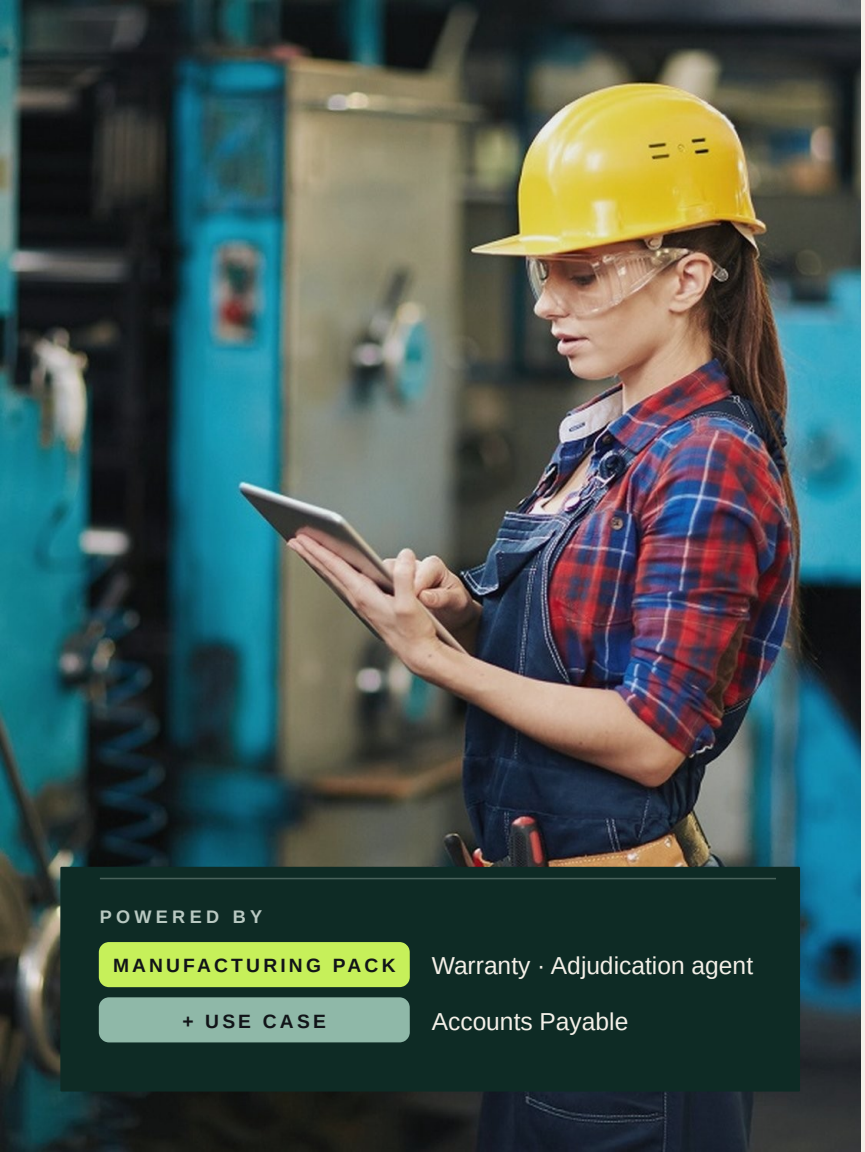
+ Procurement

AGENT 06

Aftermarket Growth

Finds parts, upgrade and contract opportunities in the installed base.

+ PO to Cash



POWERED BY

MANUFACTURING PACK — Warranty · Adjudication agent

+ USE CASE — Accounts Payable

06 RECOVER

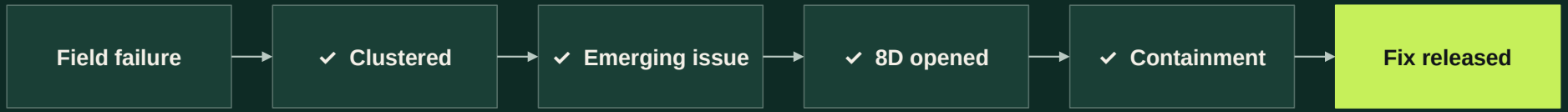
Claims checked before they are paid.

Every warranty claim is checked against coverage, standard labour times and the unit's claim history.

ACTIVITY · WARRANTY CLAIM W-30517 *Illustrative*

10:02	DEALER	Submitted claim: seal kit, 3.5 labour hours
10:03	AGENT	Checked coverage · unit in warranty
10:03	AGENT	Labour time above the 2.0-hour standard
10:04	AGENT	Same unit claimed for seals 4 months ago
10:05	AGENT	Recommended adjusting to 2.0 h · repeat flagged
11:20	ANALYST	Approved adjusted claim · sent to quality
11:21	AGENT	Opened supplier recovery for seal batch B-77

Field failures become quality fixes.



Fix

Each engineer arrives with the unit's history, likely cause, parts to carry and procedures. Repairs are recorded against the serial, and service campaigns reach every affected unit.

POWERED BY

MANUFACTURING PACK — Installed Base · Field agent

+ USE CASE — Field Service

Improve & grow

Failures are clustered by part, batch and symptom so engineering sees issues early. Installed-base age and usage reveal parts, upgrade and contract opportunities for sales.

POWERED BY

MANUFACTURING PACK — Quality 8D · Growth agent

+ USE CASE — PO to Cash

Six applications, built for the aftermarket.

Dealer & Distributor Portal
Cases, claims, orders, documents, bulletins

Installed Base
Every unit by serial, owner, contract, history

Technical Support Workbench
Diagnostics, bulletins, escalation

Warranty Claims & Recovery
Adjudication and supplier cost recovery

Quality Incidents (8D/CAPA)
Field failures to root cause and fix

Spare Parts Catalog & Ordering
Exploded views, compatibility, orders



Use cases that complete the picture.

All sixteen run on the same record, users and audit trail as the Manufacturing pack.

● In the Manufacturing pack

FINANCE

- ● **Accounts Payable**
  Dealer warranty payments matched and paid.
- ● **Procurement**
  Supplier parts and cost recoveries.

Accounts Receivable
Lower DSO, more cash collected

- ● **Financial Close**
  Warranty accruals and audit evidence.
- ● **PO to Cash**
  Parts orders taken to delivery and cash.

Travel & Expense
Policy enforced before money leaves

CUSTOMERS & REVENUE

- ● **Service**
  Dealer and customer cases on every channel.

Appointment Scheduling
Fuller calendars, fewer no-shows

- ● **Field Service**
  Engineers dispatched with history and parts.

Prospecting
Faster response to buying intent

- ● **Sales Execution**
  Contracts and upgrades tracked to signed.

Online & In-Store Sales
More sales recovered, promises kept

PEOPLE & CONTROL

Recruitment
Faster hiring with explained shortlists

KYC & Onboarding
Faster onboarding, the right controls

- ● **Legal Operations**
  Service contracts and entitlements.

PLATFORM

Build Your Own
From idea to live operation, fast

START WHERE IT HURTS

Pick the operation with the most delay, manual effort, customer friction, control risk or cash impact. Finish it end to end, then add the next.

Tracked from request to done.

WORKFLOWS

Warranty claim to supplier recovery	Approve, pay and recover
Field failure to investigation	Detect, contain and correct
Product registration and contracts	Units registered, coverage attached
Dealer parts order	Compatibility checked, ordered, shipped
Parts return (RMA)	Authorize, receive, inspect, credit
Service campaign and recall	Affected units found and fixed

DASHBOARDS



Warranty cost per unit

By product, model and dealer



First-time fix and MTTR

By product and region



Failure rate by part

Early signals by part and batch

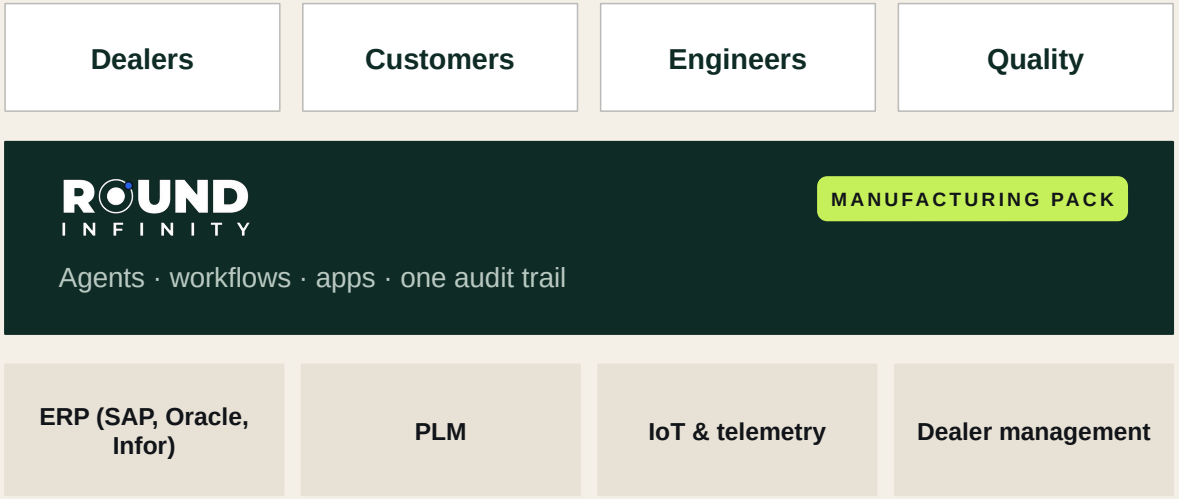


Aftermarket revenue

Parts, contracts and upgrades

Works alongside your ERP and PLM.

Production and costing stay in your ERP. Round Infinity runs dealers, installed base, support, warranty, quality and parts orders around them.



Your systems of record stay where they are

INCLUDED WITH EVERY SUBSCRIPTION

- AI Execution Engine
- AI Agent Builder
- Workflow Automation
- Customer 360
- Apps & Portals
- Integrations & APIs

Price the full journey, not just the pack.

Platform

Named users and the core platform

+

Manufacturing pack

Apps, agents, workflows and dashboards above

+

Use cases

Field Service · Service · PO to Cash · Procurement

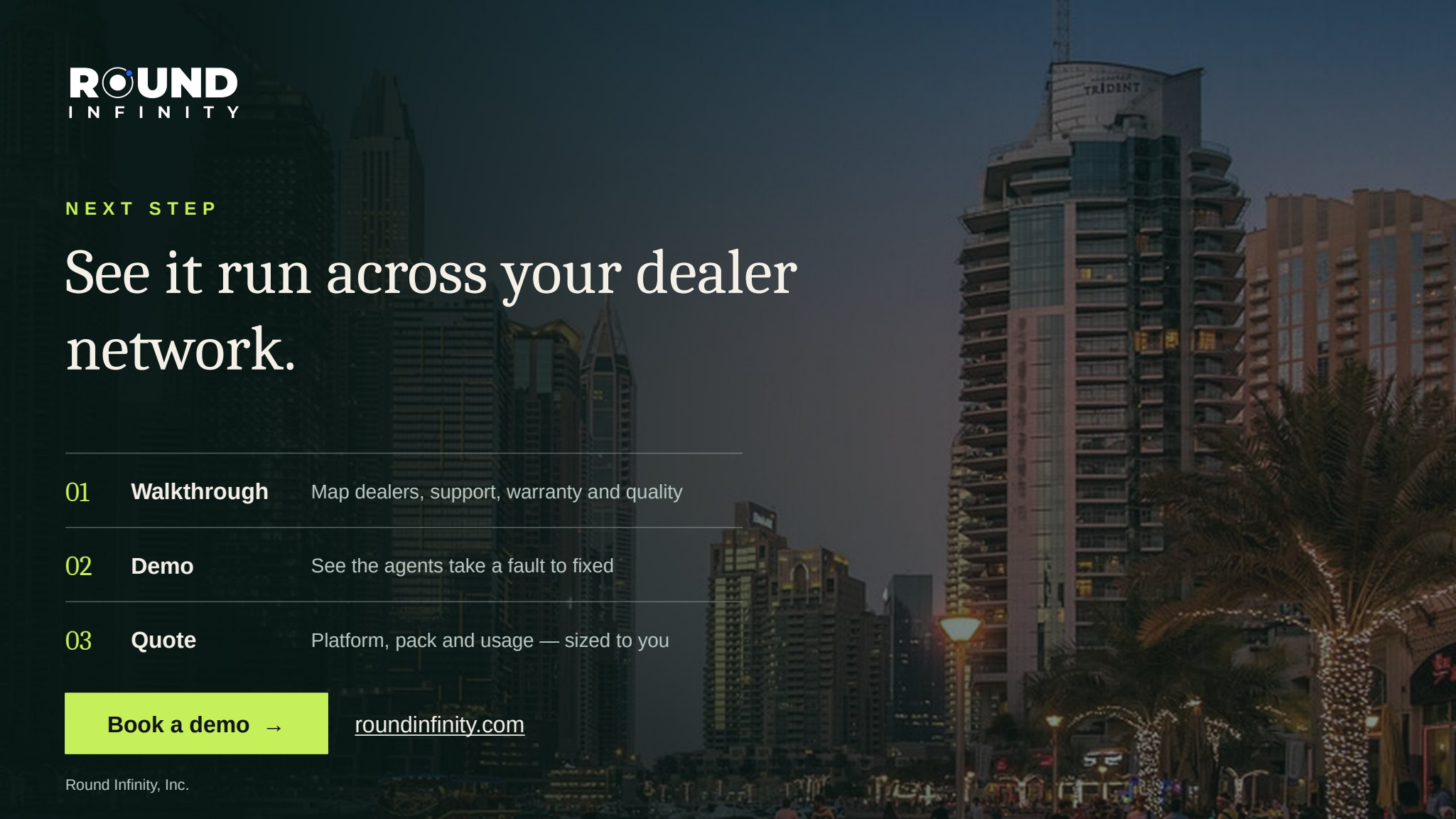
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Usage

AI, voice and messaging — pay as you use

One platform, one data model, one user set, one audit trail. The pack and your use cases share all of it.

Price your operation → roundinfinity.com/pricing



ROUND INFINITY

NEXT STEP

See it run across your dealer network.

01	**Walkthrough**	Map dealers, support, warranty and quality
02	**Demo**	See the agents take a fault to fixed
03	**Quote**	Platform, pack and usage — sized to you

Book a demo →

roundinfinity.com

Round Infinity, Inc.