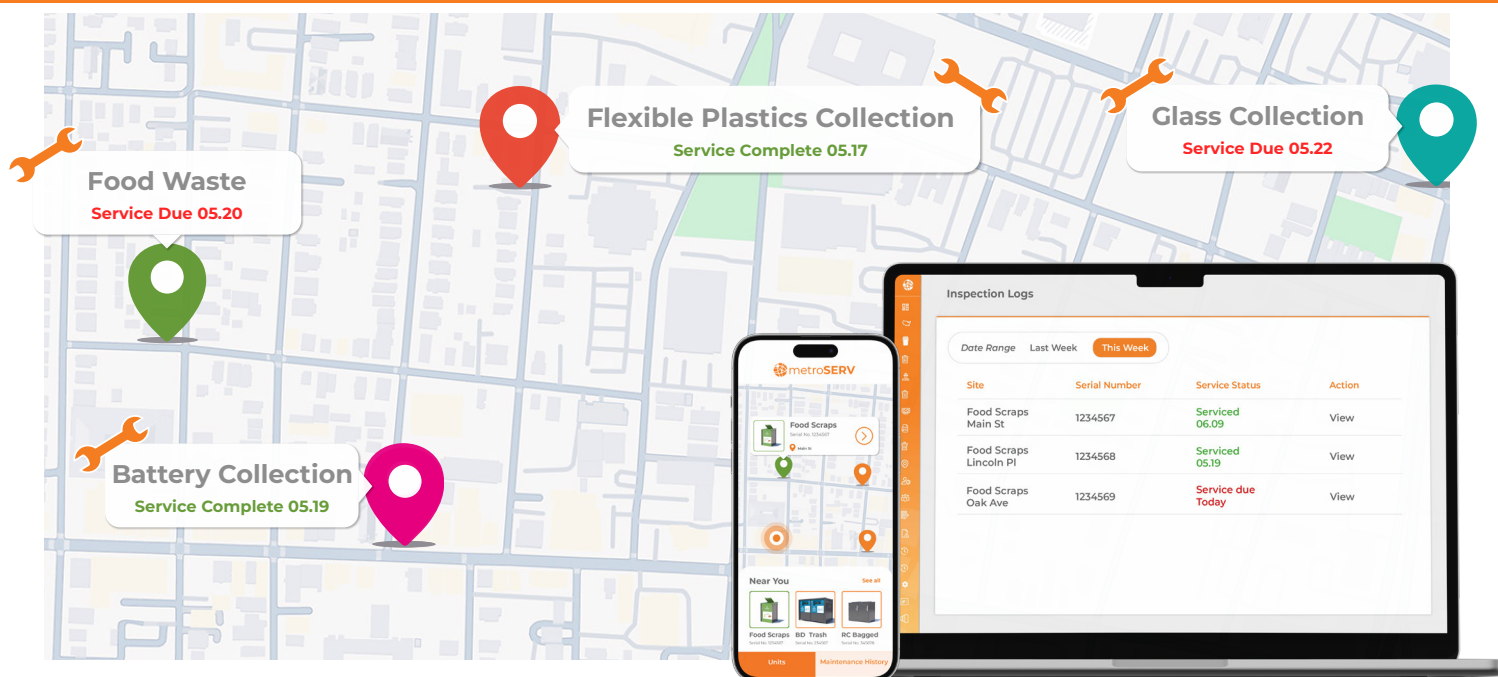




metroSERV Long-term support for smart infrastructure

metroSERV helps metroSTOR infrastructure remain safe, reliable, and effective over time through maintenance, service, and support models built for real operating environments.

Because infrastructure performance is not defined at installation. It is defined by how well it continues to work in practice.

Why support matters

Infrastructure rarely fails on day one. It fails when ownership is unclear, maintenance is inconsistent, and accountability for long-term outcomes is missing.

Without defined support, contamination can erode diversion performance, assets can degrade, lifecycle costs can rise, pilots can stall before scale, and confidence in the wider program can weaken. metroSERV is designed to protect performance, not just equipment.

From assets to managed outcomes

In shared environments, outcomes depend on more than physical access. Performance deteriorates when misuse goes unaddressed, contamination is absorbed as cost, and accountability is fragmented across teams, vendors, or sites.

metroSERV helps customers maintain visibility, support corrective action, and protect program performance over time. That makes it easier to fund outcomes, not just infrastructure.

Built for real funding conditions

- **Pilot-friendly deployment:** Supports early-stage implementation without forcing customers into an all-at-once commitment. This makes it easier to begin with a pilot and build confidence before wider rollout.

- **Phased rollout support:** Works with the reality that infrastructure is often adopted in stages, whether driven by budgets, grants, mandates, or practical delivery constraints. That helps programs expand without losing consistency.
- **Long-term program alignment:** Supports ongoing service models that fit how cities, housing providers, and program owners actually fund infrastructure over time, including annual operating budgets and multi-year programs

What metroSERV enables

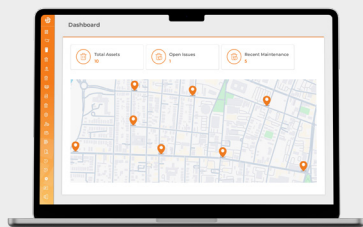
- **Installation and commissioning:** Structured deployment support that helps infrastructure start well and operate as intended from day one.
- **Inspection and maintenance:** Preventative maintenance and routine checks that help protect safety, reliability, and long-term asset performance.
- **Upgrades and support:** Practical ongoing support that helps infrastructure adapt as site conditions, operational needs, and program requirements change over time.
- **Managed program support:** A more joined-up approach for customers who need infrastructure, digital tools, and accountability to work together as part of a wider operating model.

Built to support scale

metroSERV is designed to make outcomes more predictable, support standardization across portfolios or districts, and help infrastructure scale without being reinvented each time.

This is what allows pilots to become repeatable programs rather than isolated deployments. It provides continuity as teams, vendors, and budgets change, while protecting the long-term performance of the wider metroSTOR approach.

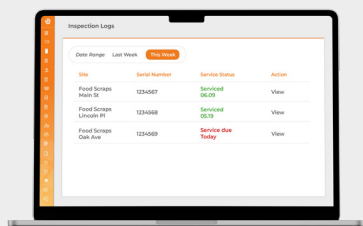
How metroSERV works in practice



Centralized asset management and operational oversight

metroSERV provides a single, web-based environment for managing infrastructure performance across individual sites, portfolios, or wider service networks. Operators can view asset locations, maintenance schedules, inspection records, and reported issues through one interface, helping teams maintain visibility without relying on fragmented systems or manual record keeping.

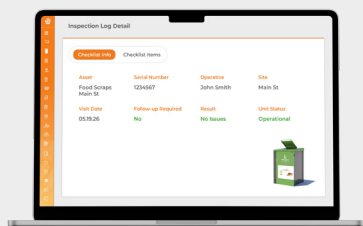
By bringing operational information together in a structured way, metroSERV supports more consistent decision-making and helps organizations maintain confidence in the long-term performance of their infrastructure.



Maintenance planning and asset performance visibility

metroSERV gives operators practical visibility into the condition and service status of infrastructure assets across their network. Inspection activity, maintenance records, and repair progress can be reviewed at any time, providing a clear picture of asset health and outstanding actions.

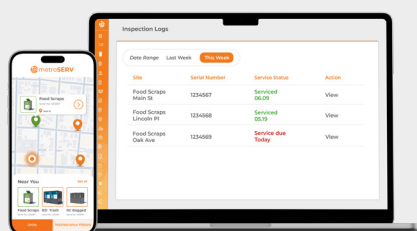
This helps maintenance teams prioritize resources more effectively, reduce avoidable downtime, and identify recurring issues before they develop into larger operational challenges.



Inspection management and compliance support

Routine inspections play an important role in maintaining safety, reliability, and operational consistency. metroSERV provides structured inspection histories and checklist records for every asset, creating a clear record of completed activities and identified issues.

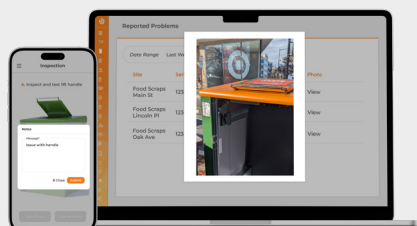
This approach supports accountability across service providers, contractors, and internal teams, while helping operators demonstrate that infrastructure is being maintained in line with operational requirements and service standards



Real-time service updates and team coordination

metroSERV helps keep field teams, contractors, and office-based staff aligned through shared access to current service information. Maintenance activity, repairs, inspections, and operational updates are recorded within the platform, reducing the risk of duplicated effort or missed actions.

By providing a common view of asset status, metroSERV supports faster communication and more coordinated service delivery, particularly across larger or geographically distributed infrastructure portfolios.



Issue reporting and corrective action management

metroSERV provides a structured process for recording, tracking, and managing operational issues from identification through to resolution. Reported concerns can be monitored centrally, allowing teams to prioritize actions, allocate responsibilities, and maintain visibility throughout the resolution process.

This creates a clearer chain of accountability and helps ensure that issues are addressed consistently, protecting both asset performance and the wider objectives of the infrastructure program.