EMPEQ™

Data Empowerment for the Built Enviornment

Fortune 100 OEM Data Cleanup

The Challenge

A Fortune 100 OEM had clean data for new products but lacked accessible records for legacy equipment. Older specs were buried in PDFs, spreadsheets, and fragmented systems, leaving customers, contractors, and distributors without the info they needed, damaging relationships and blocking support for repairs, replacements, and long-tail product visibility.

A Closer Look

The OEM's service and support operations suffered from this fractured data environment, weakening customer trust and slowing critical workflows. This fragmentation impacted both internal operations and third-party stakeholders:

- Distributors couldn't locate specs to confirm part compatibility
- Service techs relied on outdated or unavailable maintenance guidance
- Customers faced long delays for equipment verification and support
- Product teams lacked insight into historical asset performance and detail

The Solution

EMPEQ deployed its proprietary equipment library and large language model (LLM) technology to normalize, enrich, and structure the OEM's legacy data. This transformation supported downstream users with actionable, AI-ready intelligence.

- Made decades of product data searchable and interoperable
- Streamlined support for contractors, distributors, and customers alike with a personalized AI agent
- Enabled data-driven service workflows across internal and partner teams
- Strengthened distributor loyalty through faster and smarter support
- Increased uptime by improving access to service specifications
- Enhanced OEM insight into long-tail product support demand

Summary:

Asset Types
Mechanicals, Electrical, Plumbing

Strategic Outcome
Interoperable intelligence on legacy products

Data Types
Photos, PDFs, Databases, Excel

Company Type
International, Public

Structured Asset Intelligence, Delivered at Global Scale

Get Started Today.

Unlock Your Operational Intelligence!

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