SHzoom Technologies, Inc

WHITE PAPER

FROM REACTIVE TO RESILIENT UPTIME™

3 YEARS OF ROI WITH UPTIME™

Minor Accidents Will No Longer Cause Major Headaches

EMPOWERING PITTSBURGH FLEETS THROUGH RESILIENT INNOVATION

Pioneered in Pittsburgh, Uptime™ bridges technology, workforce, and impact—transforming how local fleets report, repair, and recover.

Prepared for: Pittsburgh Equipment & Leasing Authority
July 10, 2025

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Our Mission

Taking the guesswork out of fleet crash repairs—from impact to invoice for self-insured fleets that prioritize speed, clarity, and cost control

Our Vision

To restore trust, time, and transparency in every crash repair—through intelligent systems that replace frustration with clarity, delays with action, and guesswork with control.

We're building the nation's one-stop shop for fast, competitive electronic repair bids—fighting fraud, waste, and abuse one asset, one repair, one recovery at a time.

Patents Cited By

Allstate
State Farm
Audatex® Estimating
RENAULT
CSI Holdings, LLC
Commercial Finance Solutions
Johnson Controls
DENSO

Trusted By

City of Pittsburgh
giant eagle
SCSE
FLAGFA
BI Business Insurance
Sourcewell
NAFA Fleet Management Association
SBIR America's Seed Fund

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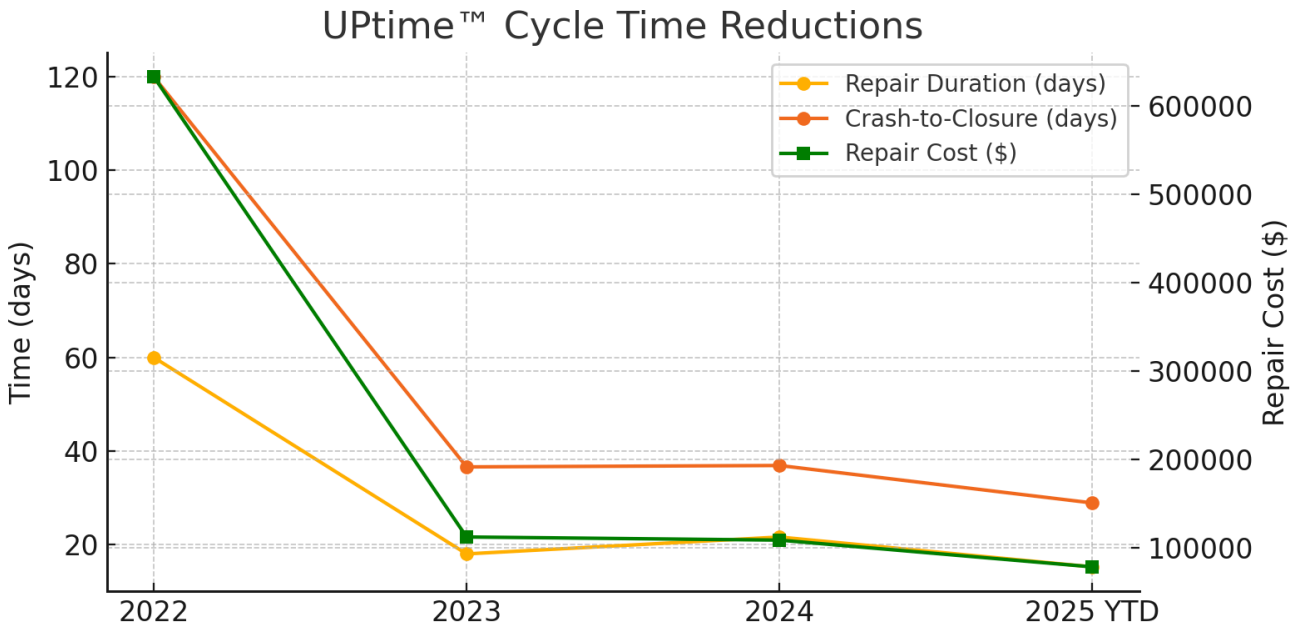
Executive Summary

In 2022, the Pittsburgh Equipment Leasing Authority (ELA) partnered with SHzoom® to implement UPtime™ to reduce fleet downtime, lower risk, and improve operational visibility. After three years of collaboration, the results are quantifiable and strategically aligned with ELA's objectives.

Key Outcomes

- **47%** reduction in downtime
- **$298,449** in total repair costs with 45% of total assets onboard over 3 years (vs. $632,555 in 2022)
- Improved technician efficiency by 32%
- 41% increase in audit and reporting accuracy
- Over $99K recovered from a claim previously thought uncollectible



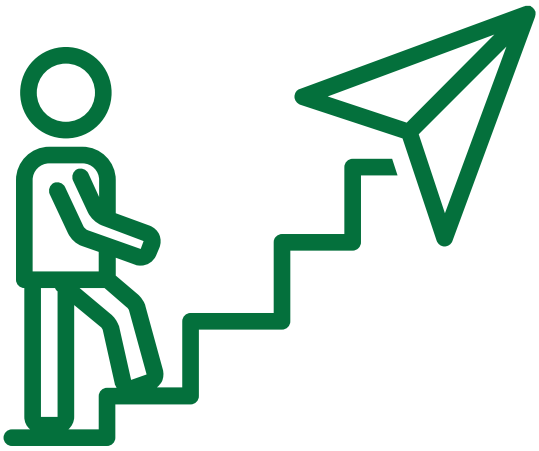
Recommendation: Renew with Confidence

Renewing UPtime™ is not merely a continuation—it is a strategic investment in operational excellence, fiscal discipline, and public-sector resilience. Over the past three years, Pittsburgh's ELA has achieved measurable reductions in downtime, repair costs, and incident cycle time, while gaining end-to-end visibility into fleet operations. With 100% digital transparency, automated workflows, competitive electronic estimate bidding, and active recovery services fully deployed, the foundation is built.

The UPtime™ Solution

Deployment Summary

- Launched: 2023
- Initial rollout to 45% of fleet
- Full adoption in February 2025



Metric	2022 (Pre)	2023	2024	2025 YTD
Incident Report Time	14.0 days	0.68 days	0.02 days	0.08 days
Repair Duration	60.0 days	18.00 days	21.61 days	15.23 days
Crash-to-Closure	60–180 days *(est.)*	36.6 days	36.9 days	28.9 days
Repair Cost	**$632,555**	$111,924	$108,397	**$78,127**

In 2022, ELA's collision management system was under strain. Reports took 14 days to file. Repairs stretched to 60 days. End-to-end resolution often exceeded six months. It wasn't just slow—it was underperforming.
Now, the story has flipped.

By 2025 YTD, the same process takes less than a day to report, 15 days to repair, and closes out in under 30 days. That's not incremental improvement. That's high-performance transformation.

Cost reduction is just the byproduct. The real win is operational agility. Faster incident reporting means quicker assessments. Shorter repair cycles mean less downtime. Streamlined closures mean departments can move forward without backlog or burn.
ELA went from reactive to responsive. From fragmented to frictionless. This is what performance looks like when powered by purpose—and precision.
One platform. Real savings. Zero guesswork.

The $99K Proof: When One Win Paid for the Whole UPtime™ Platform

One EMS incident in 2024 was deemed at-fault due to red-light running. But during a City Hall visit, SHzoom CEO Ingrid Cook Moravitz identified recovery potential under PA's 49/51 liability and municipal immunity provisions. UPtime™'s optional recovery service pursued the claim—successfully returning $99,000+ to the City. This single event paid for the platform, demonstrating not just cost avoidance, but value creation.

What is UPtime™ Recovery?

UPtime Recovery is an **optional add-on service** for vehicles already covered under the **UPtime Fleet Accident Management Platform**. As a Certified Third-Party Administrator (TPA) for the National Arbitration Forums, SHzoom handles the entire claims recovery process on your behalf.

With **UPtime Recovery,** our team pursues reimbursement of funds when another party is at fault and the incident is reported through your UPtime system. We manage the filings, navigate the arbitration process, and work to recover the funds you're owed—so you don't have to.

What's Ahead & Final Recommendation

Planned Enhancements: Accelerating Performance Even Further

ELA's momentum is real—and the next phase brings even greater precision and ease:

- **Email-to-Report:** Forwarding the Form 51 will instantly create an incident in UPtime™, eliminating manual entry and improving response speed.
- **QR-Based Driver Notifications:** Drivers not enrolled in UPtime™ can scan a QR code to report crashes directly to the Fleet Department—closing the loop instantly.
- **No-App Needed:** A seamless URL-based experience gives field personnel instant access without needing to download a thing.
- **AI-Powered Shop Routing & Analytics**: Smart routing decisions and deep performance insights to minimize downtime and maximize accountability.

> **Since we brought on SHzoom, the return was almost immediate."**

Final Recommendation

ELA has moved from fragmented processes to full operational control.

The next chapter is optimization—extracting every ounce of value from full platform adoption and aligning system performance with strategic priorities.

SHzoom® recommends moving forward with full implementation of the planned enhancements. They are purpose-built to accelerate what's already working, eliminate residual inefficiencies, and lock in performance gains across departments.

The foundation is set. The system is proven.

Now is the time to optimize.

The Renewal Proposal is our blueprint for scalable excellence.