

The AI-Operating System for Field Services

Optimise, Scale and Empower



The screenshot displays the VH³CONNECT dashboard for 'John Doe'. The top navigation bar includes a search bar and a 'Welcome back!' message. The left sidebar contains a navigation menu with links to Dashboard, Jobs, Bulletins, Resources, Vehicles, Agents, Chats and calls, Workflow, Sales performance, and Knowledge base. The main content area features two charts: 'Agent Performance Metrics' and 'Resolution Distribution'. The 'Agent Performance Metrics' chart shows efficiency, accuracy, and satisfaction levels for agents like Holden, Andros, Chelsea, Nicholas, Tanner, and Florence. The 'Resolution Distribution' chart shows the percentage of contacts for first contact, multiple contacts, and escalated cases. A small callout box highlights data for agent Chelsea. At the bottom, a bar chart shows response times from 1AM to 2PM on 06 Aug 2025, with 25 responses.

John Doe Dashboard

Welcome back!

Search for contracts, reports...

Dashboard

Jobs

Bulletins

Resources

Vehicles

Agents

Chats and calls

Workflow

Sales performance

Knowledge base

Integrations

Support

Settings

John Doe
john.doe@gmail.com

Agent Performance Metrics

Efficiency Accuracy Satisfaction

Resolution Distribution

Chelsea

Efficiency: 85% Accuracy: 90% Satisfaction: 88%

15% 20% 65%

Multiple Contacts Escalated First Contact

11AM / 06 Aug 2025

Responses: 25

1AM 2AM 3AM 4AM 5AM 6AM 7AM 8AM 9AM 10AM 11AM 12PM 1PM 2PM

Innovation In Field Services

In field services, you don't get to stand still. Every day brings the challenge of serving customers better, easing the load on teams, and staying commercially competitive. Margins tighten, expectations rise and competition is relentless.

Yet it's in this constant motion that opportunity lives and the businesses willing to adapt and innovate are the ones that lead their sector.

That's where VH3 Connect comes in.

We know field service because we've lived it.

We've been the ones chasing reports, managing growing customer expectations, and watching as systems fall behind while the market races to the bottom on price.

That's where VH3 Connect was born, an AI operating system built and designed with industry sector leaders. When grounded in real-world experience, AI will help teams perform at their best, reduce wasted time, as well as deliver on compliance and customer promises with confidence.

What began as a response to industry frustration has grown into a movement redefining how field service teams work.

**VH3 Connect works where your people do.
Systemise the mundane - exceptionalise the human.**



VH³CONNECT

Across the UK and Europe, VH3 Connect powers field service teams.

Smarter work. Controlled costs. Creating room for growth.

Whatever your sector, we'll help you build a future-ready operation.

**AI isn't here to replace your people,
it's here to empower them.**

Why Choose VH3 Connect



Not all technology partners are built the same.

VH3 Connect wasn't born from a software business, it was built by industry operators.

Our founders, Ric and Peter, bring decades of hands-on field service experience, having led teams, met SLAs, and re-engineered digital operations from the ground up.

Built from the field, for the field.

We don't sell theory. We deliver results. We speak your language because we come from the same world.

If you want a partner who understands your challenges without needing a walkthrough of what an engineer actually does, you've found us.

Meet the Founders



Ric Vezza
Founder and CTO

Ric brings a unique blend of technical and commercial experience from enterprise security and field service transformation.

He has led large-scale change programmes, combining deep product knowledge with hands-on account management and a focus on customer outcomes.

At VH3 Connect, Ric drives the vision for our AI agent framework, building intelligent workflows that cut waste, improve results, and enable growth without adding headcount.



Peter Holmwood
COO

Peter brings broad operational and leadership expertise from the home service sector.

He has worked on the frontline of field service, building and managing distributed teams, compliance and regulatory obligations, and complex customer demands.

Peter knows firsthand how inefficient systems can hold good people back, and his focus is on delivering solutions that make work smoother for both engineers and back office.

Utilising AI To Supercharge Your Team's Potential

Cost Consciousness

What if you could free people from repetitive tasks?

Operational Excellence

What if teams had smarter tools to act with precision?

Strategic Transformation

What if technology formed part of your value proposition?

"My day is taken up by endless routine admin."

"I feel like we are reactive more than proactive and decisions take too long."

"We don't know what our customers are feeling."

"Our engineers are always saying that their diaries overlap and they pass each other all day long."

"I wish we could make smarter informed decisions faster."

"We want to be forward thinking but don't know where to start."

"If only counting stock and reconciling what is held on vans wasn't such a long winded manual process."

"I find it really hard to get hold of the information I need before I attend a job."

"When we introduce change we struggle to keep our team on board."

"We've wasted a lot of time on easily automated tasks."

"We're swamped with data but struggle to get meaningful reports."

"We struggle to align our technology to real customer needs."

Efficiency through Automation

Intelligence through Optimisation

Innovation through Transformation

The Power Behind The Platform

Amplify Impact with our Agentic AI Suite



At the heart of VH3 Connect is a revolutionary multi-agent AI system, led by Connie.

Our agents are designed to work together as a new layer of workforce intelligence across your existing team and systems. With the capability to learn from interactions and adapt to new scenarios, your people are empowered through AI enabled insights.

Where intelligence meets experience, turning data into direction and action into advantage



CONNIE

The Team Leader

Connie is your always-on assistant, managing customer communication and appointment confirmations 24/7, 365 days a year. She coordinates seamlessly with other agents to optimise scheduling, job assignments, and workload distribution. By keeping every moving part in sync, Connie ensures your teams stay organised, responsive, and focused on delivery.



TIA

The Technical Expert

Tia provides instant access to technical guides, manuals, and safety protocols right in the field, all through simple voice or text commands. She bridges the skills gap by delivering just-in-time knowledge and step-by-step diagnostic support. By empowering every engineer with expert knowledge, Tia helps your teams perform with confidence and precision.

The Power Behind The Platform

Amplify Impact with our Agentic AI Suite



KYLE

The Performance Analyst

Kyle keeps managers informed with real-time performance insights and automated reports. He tracks key metrics like team efficiency, utilisation, and job completion rates, turning operational data into clear actions. By surfacing trends before they become issues, Kyle helps you make proactive decisions that keep performance on track.



HARRIS

The Compliance Guardian

Harris keeps you ahead of compliance obligations by verifying certifications, tracking safety documentation, and logging incidents in real time. He lightens the administrative load while ensuring nothing is overlooked. By making compliance visible, trackable, and easy to report on, Harris keeps your operations safe, accountable, and audit-ready.



SALMA

The Sales Driver

Salma is your always-on sales pro, ensuring no opportunity slips through the cracks. She follows up on quotes automatically, tracks conversions, and highlights the leads that matter most. By surfacing insights on performance, margins, and trends, Salma helps your team focus where it counts and make smarter commercial decisions, faster.



OLLIE

The Learning Coach

Ollie manages your team's professional development and compliance with ease. He tracks every engineer's training, helps you keep certifications current, shares updates on regulations, safety standards, and new technologies. By turning compliance into an living process, Ollie keeps your workforce informed, qualified and ready to adapt as the industry evolves.

Revolutionising Field Service Management Across Industries



Security Systems

Helps security providers respond faster, manage compliance, and deliver reliable protection by streamlining operations and training.



Utilities, Water and Drainage

Gives utility and drainage companies smarter scheduling, real time data access, and predictive insights to keep essential services running smoothly.



Facilities Management

Enables facilities teams to boost efficiency, cut costs, and stay ahead of compliance while maintaining the highest standards of service delivery for all stakeholders.



Heating, Plumbing and Electrical

Equips engineers with instant knowledge, smart scheduling, and compliance tracking to raise first time fix rates and customer satisfaction.



Asset and Equipment Hire

Makes asset hire smarter by tracking usage, ensuring compliance and certifications, and providing teams with the data they need to maximise availability and margin.



Property and Building Maintenance

Helps property maintenance firms manage complex jobs, track certifications, and deliver reliable results that meet tenant and owner expectations.



Fire and Life Safety

Strengthens fire safety operations by ensuring certifications never lapse, compliance is watertight, and engineers always have the latest standards to hand.



Cleaning and Waste Management

Supports cleaning and waste companies with route optimisation, compliance tracking, and real time reporting to improve performance and accountability.

Technology Roadmap & Security

Scalable, Secure, and Always Evolving

- Scale Sustainably:** Seamlessly grow from small teams to nationwide operations with on-demand capacity, modular agents, and zero re-platforming or downtime, when required.
- Enterprise-Grade Security:** UK/EU hosting, AES-256 encryption at rest and in transit, role-based access, and complete audit trails by default, everywhere.
- Continuous Improvement:** Ongoing roadmap releases deliver new integrations and performance gains, communicated in advance with zero disruption to daily operations workflows.

Platform Reliability

- Cloud-Native Resilience:** VH3 Connect is hosted across AWS and GCP for high availability, scalability, and rapid disaster recovery.
- Transparent Maintenance:** All platform updates and scheduled maintenance are communicated in advance with direct support from your account manager.
- Development Velocity:** We maintain an active development roadmap, with new features, improvements, and security patches delivered continuously and discussed in detail during roadmap sessions.

Data Security & Compliance

- End-to-End Encryption:** Data is encrypted at rest and in transit using AES-256, with infrastructure based in secure UK and European data centres.
- Proactive Compliance:** Aligned with industry-leading standards, VH3 Connect is on track for ISO 27001 and SOC 2 certification in 2026.
- Granular Access Control:** Only authorised personnel can access sensitive data, with full audit trails and role-based permissions.

Support You Can Count On

- Responsive Service:** Our support team operates with in-hours response targets of two hours and six hours out-of-hours, aiming for issue resolution within two working days.
- Growth-Ready Support:** Enhanced support packages, including extended SLAs and 24|7 coverage, are in development to support our enterprise customers.

Disaster Recovery & Backup

- Recovery Strategy:** Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) are being finalised to align with enterprise-grade expectations.
- Reliable Backup:** All accounts benefit from a rolling three-day backup policy, with custom backup solutions available for enterprise clients starting next year.

AI-Powered by Design

- Secure AI Workflows:** Every AI agent follows strict governance protocols, validating inputs, protecting data integrity, and keeping you compliant.
- Human-First Automation:** VH3 Connect's AI augments your team, never replaces them. It automates the routine so your people can focus on solving, building, and delivering.

Our Key Stats

2k+

People in engineering teams using the platform

£350m

Businesses with a combined turnover in excess of

c.£7k+

Average weekly saving per customer

60%

Faster response times

40%

Reduction in admin time

70k+

Jobs processed since launch

Featuring some of our customers

**Moolands****DYNO-ROD****Sherwoods**
Building a future with you

Partners and accreditations

**WOLSELEY****freshnous****wex****BigChange**

Get in Touch



VH3 Connect is rewiring field services for the AI era. Ready to transform your business with AI?

Website

vh3.ai

Email

contact@vh3.digital

LinkedIn

[/company/VH3-Connect](https://www.linkedin.com/company/VH3-Connect)



Unlock the future of field management with VH3 Connect.

Experience the power of AI-driven field operations today.