

## The AI-Operating System for Field Services

# Optimise, Scale and Empower



# 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 AI 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 AI 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 AI works where your people do.  
Systemise the mundane - exceptionalise the human.**



Across the UK and Europe, VH3 AI 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 AI



Not all technology partners are built the same.

VH3 AI 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 AI, 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?

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

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

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

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

## Efficiency through Automation

## Operational Excellence

What if teams had smarter tools to act with precision?

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

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

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

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

## Intelligence through Optimisation

## Strategic Transformation

What if technology formed part of your value proposition?

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

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

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

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

## Innovation through Transformation

# The Power Behind The Platform

Amplify Impact with our Agentic AI Suite



At the heart of VH3 AI 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 AI 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 AI 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 AI'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



**SIMPRO**

**WOLSELEY**



**wex**



# Hear What Our Customers Say



## MOOLANDS

VH3's approach aligns with our goals to streamline processes and provide better value to our clients and ensure we can grow whilst not continuing to add additional overhead costs, thus improving margins.

**TYRONE COWLAND, MANAGING DIRECTOR AT MOOLANDS**



## DSSL

We trusted VH3 because they understood our operational challenges, and they proved it by delivering results quickly. We would recommend them to any organisation that wants to modernise, unlock value from its data and deploy AI responsibly with the right support.

**AARON STEVENS, GROUP  
MANAGING DIRECTOR AT DSSL**



## SHERWOODS

We chose VH3 because it's practical and it fits how we actually run Sherwoods. It's not 'another system' that creates more admin, it's a platform that can join the dots across quoting, jobs, materials, compliance and customer comms, and help our team work as one.

**KEVIN WILTSHIRE, CONTRACTS  
DIRECTOR AT SHERWOODS.**



## PAFI

Through our work with VH3 we've been able to build some fantastic solutions, and more recently enabled AI into many of our workflows and processes. Very excited to be a part of VH3 AI's journey. It's an impressive tool!

**LAWRENCE STONE, EXECUTIVE DIRECTOR AT PAFI**



## DYNO-ROD IRELAND

We're not just installing a software system; we're building a smarter, more responsive service business with VH3 as our technological core.

**BARRY BENSON, MANAGING DIRECTOR AT DYNO-ROD IRELAND**

# Get in Touch



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

**Website**

[vh3.ai](https://vh3.ai)

**Email**

[contact@vh3.digital](mailto:contact@vh3.digital)

**LinkedIn**

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



Unlock the future of field management with VH3 AI.

Experience the power of AI-driven field operations today.