



Cobalt Housing in UK will deploy XMReality for first line support

Cobalt Housing Ltd is a registered housing association based in North Liverpool. They manage around 6000 properties and each year their contact center, which is the first point of contact for the tenants, receives on average 70,000 calls and emails a year. A large part of those calls and emails comes from tenants who report that something needs to be repaired or fixed at their property. XMReality will now be used by Cobalt Housing's call center to further diagnose some of the issues that tenants are reporting to make their operations more efficient.

Once relevant calls are received, the members of staff at the call center create a repair to make sure that a job is placed with Cobalt Housing's external contractors, who will carry out the assigned job at the tenant's home. The call center will now start to use XMReality Remote Guidance to further diagnose some of the issues that tenants are contacting them about.

By using XMReality Remote Guidance the agents at the call center can gather more information around the problem to make sure that the correct person is sent from their contractor, with the correct equipment to fix the issue during the first visit. The agent can use XMReality to inspect the equipment that is malfunctioning and document the findings using both screenshots, and/or notes that can be shared with the external contractor along with the job assignment. Not only does this ensure that the agent can place a correct job description, the contractor gets a head start with detailed information on the situation they are to fix.

"It's great to see the uptake we have with housing associations within the UK" says Andreas Jonsson, CSO at XMReality. "This is a segment that has really understood the potential of using XMReality to better support their tenants, while at the same time improving their own operations. A clear win-win. Cobalt Housing is also a part of Procurement for Housing, PfH, that we signed a framework agreement with previous this year to make it even easier for housing associations to implement XMReality."

For more information, please contact:

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About XMReality Remote Guidance™

XMReality Remote Guidance is an AR-enabled knowledge sharing tool that lets you communicate with gestures, speech, chat and pointers with someone at a completely different place. It includes:

- A unique hands-overlay technology that lets you guide someone else's hands—as if you were there.
- A web portal to manage teams and users, and to measure usage
- Integration through client-side API's (Application Programming Interfaces)

About XMReality

XMReality AB (publ) develops and sells solutions that revolutionize knowledge transfer through so-called Augmented Reality (AR). The company is a market leader in remote guidance where you guide a person on site via AR to solve problems or prevent them from occurring. The

product is used globally in more than 60 countries. Nestlé, Electrolux, Sidel, Heineken and Saab are examples of the more than 125 customers. XMReality is based in Linköping and in the U.S. and is listed on the Nasdaq First North Growth Market (ticker: XMR). For more information, visit: www.xmreality.com

About Cobalt Housing

Cobalt Housing is a registered housing association based in North Liverpool. Cobalt was formed in February 2003 following the transfer of their homes from Liverpool City Council. Cobalt Housing manages and maintain around 6000 affordable homes in the Fazakerley & Sparrow Hall, Croxteth and Norris Green areas of North Liverpool. Read more at <https://cobalthousing.org.uk/>