



XMReality receives order from leading UK housing association

XMReality continues to expand within the UK housing sector and has now signed an agreement with one of the country's leading housing associations: Sovereign Housing Association. Sovereign manages over 60,000 properties in the UK and is committed to becoming a modern, connected business with digital services that provide a great customer experience for their tenants.

Sovereign Housing Association is utilizing XMReality within their Property and Gas Service business unit. The software is used to diagnose, mitigate, and remotely resolve issues. Sovereigns' in-house qualified gas engineer remotely investigates gas boiler issues to triage and "speed up the process of applying a fix to our customers homes, ensuring that heating and hot water is provided to those who need it".

Since the implementation of XMReality, Sovereign's gas service team experienced 26% successful remote fixes, 10% successful part identification prior to sending out a gas engineer to site, and 90% customer satisfaction scores.

This success was built on a strong relationship between the two organizations. "XMReality were extremely easy to do business with in that they supported Sovereign during a proof of concept to test whether value could be recognised. [...] The project team at XMReality gave clear guidance in how best to utilise the software, supporting Sovereign on the identification of potential benefits and driving the adoption of new services to both customers and employees. The experience with XMReality was truly positive and one that could build into a long-standing strategic relationship.", says Matt Thomas, Customer Experience Programme Manager at Sovereign Housing Association

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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 Sovereign Housing Association

Read more about them here: <http://www.sovereign.org.uk/>