

Service Co-Pilot

Drive your service strategy from the front seat.

Service Co-Pilot is an end-to-end platform designed specifically for service organizations to improve service outcomes and elevate customer experience. It's a transformational catalyst, enabling organizations to adopt new strategies and technologies and advance customer excellence.



Built for all service complexities.

Tackle service issues regardless of your industry, from heavy machinery to medical devices and beyond.



Lessen your time to innovate.

Unlock value in weeks with Co-Pilot's specialized platform and dedicated Customer Success team.



Find value in all of your service data.

Input structured and structured data from any data source, multi-language docs, and inputs.



Trusted and easy to integrate.

Seamlessly integrate Co-Pilot, a Salesforce-native product, into any workflow or tech stack.

How We Do It: Service Co-Pilot



Service Co-Pilot combines powerful AI capabilities with your existing service data and feedback from your experts. Its inputs are also analyzed by in-house data experts and compared against industry benchmarks.



Knowledge

- Easy-to-use, seamless navigation available on mobile and web—or build your experience using APIs.
- Supports multi-source data integration and is uniquely fine-tuned for service language through advanced and rich prompt engineering.
- Accessible by internal teams, self-service, or third-party dealerships



Triage

- We use Service Language Processing (SLP) to uncover meaningful connections within in-service data.
- Use recommended steps and parts to quickly navigate problems and understand the resources required to solve the issue.
- We combine available data and validate it with domain knowledge to enable service teams to find the best solution much faster.



Insights

- Connect points across different sources, including structured and unstructured data, to get actionable insights.
- Access essential business metrics and share reports with your executive team.
- Proactively find and prevent business blind spots.

Leverage industry best practices and benchmarks.

We combined industry best practices, extensive expertise, and cutting-edge technology to offer a unique service business experience. Our flexible, no-code platform allows for custom workflow designs—complemented by comprehensive customer support and valuable industry insights.

Empower every stakeholder globally.

Service teams can resolve tickets efficiently using Service Co-Pilot. With Triage, domain experts can build and scale tribal knowledge and make it globally accessible across organizations. Service leaders gain strategic insights, and customers benefit from guided self-service and faster problem resolution.

Maximize your service data's value.

We are bridging the gap between all your services by providing a centralized view. You can ingest both structured and unstructured data. Aquant harnesses data from diverse sources, transforming it into actionable insights. Our platform excels in interpreting service-related language, turning raw data into tailored solutions for service-based businesses.

Securely drive your business forward with confidence and trust.

Data security is our top priority. Aquant provides enterprise-grade security, complying with SOC1, SOC2, HIPAA, GDPR, and other standards. Our Salesforce-native platform ensures seamless integration and secure access.

Trusted by Top Industry Experts

RICOH

Canon



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