



# OWN ——— THE HOUSE

With convenient interactions powered by Podium, you'll be the only HVAC company in your customers' phone.



# Podium is modernizing local business

Our Investors:



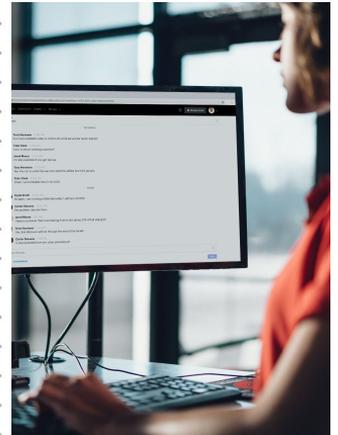
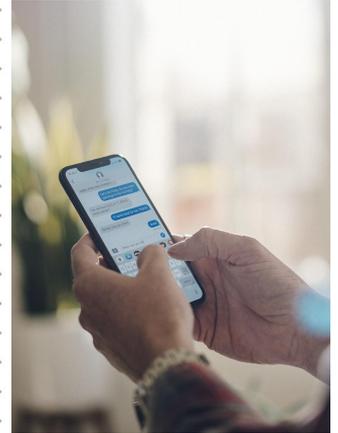
Accel

SUMMIT PARTNERS

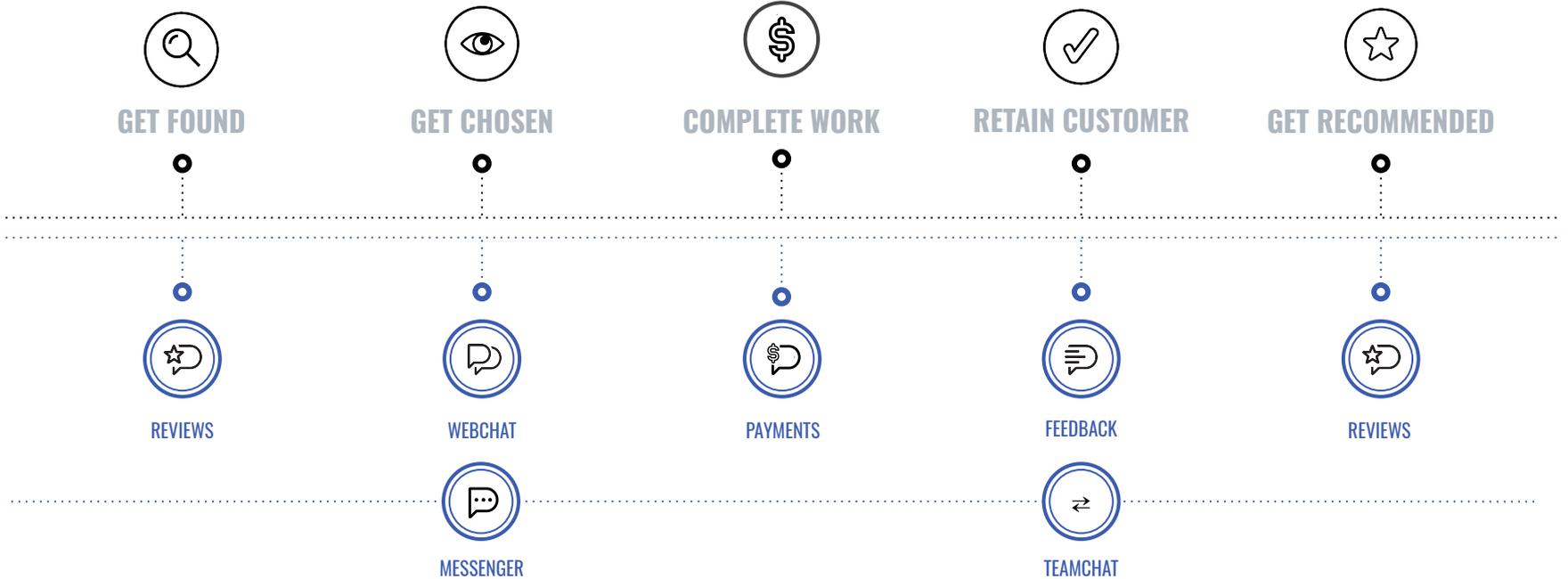


Combinator

Our Awards:

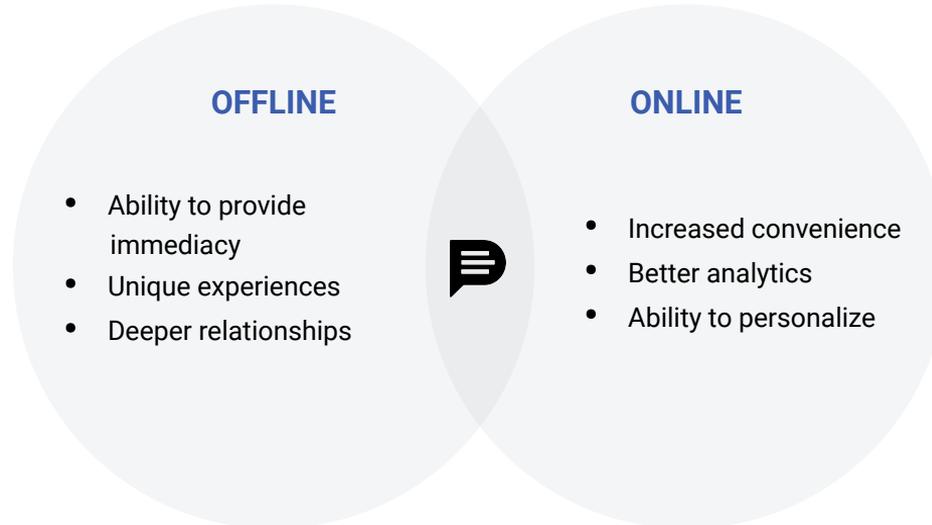


# Podium helps HVAC businesses “own the house” by streamlining every business interaction across the all the stages of customer lifecycle



## Podium helps HVAC businesses compete—and win—as consumer needs evolve.

Keep the benefits of the offline model while adopting benefits of online business.



# Grow your HVAC business with new customers



Get found with reviews



Convert web visitors into  
lead conversations



Easily manage all your  
messages



Collect new Google reviews





**Be the clear choice  
where your customers  
are looking.**



Get found with reviews



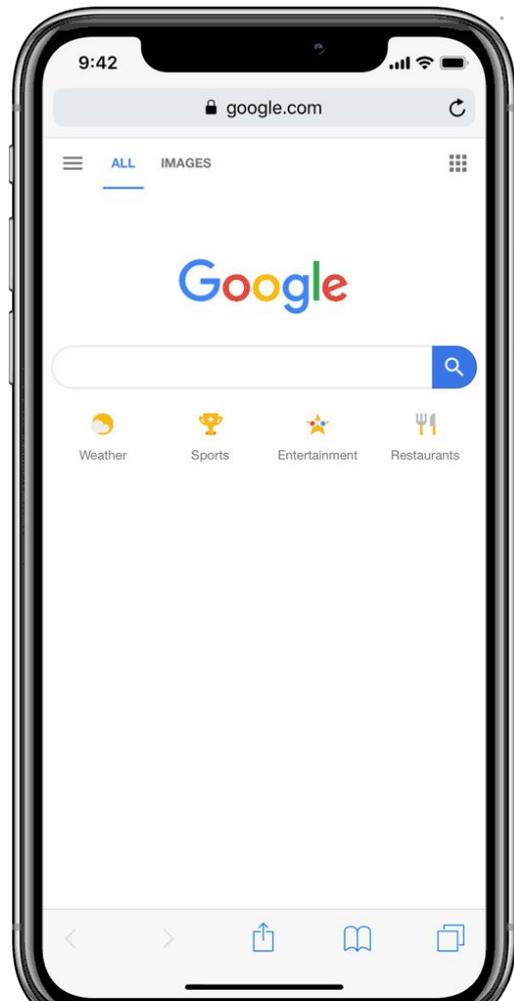
OWN THE HOUSE —



# Be the clear choice where your customers are looking.

Potential customers use the **Map Pack**  
and **GLS** to make decisions.

**98%** of searches include a Map Pack





# Turn website clicks into customers.



Get found with reviews

Convert web visitors into  
lead conversations



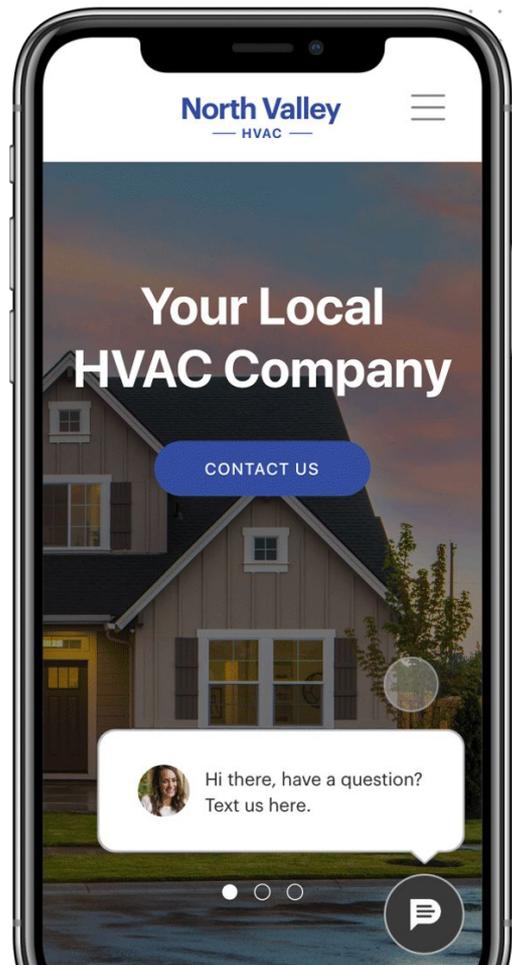
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# Turn website clicks into customers.

Respond to your website visitors via text and get the flexibility you both need to keep the conversation going.

**10% of conversations turn into a new paying customer**





# All your messages in a one simple view



Get found with reviews



Convert web visitors into  
lead conversations



Easily manage all your  
messages

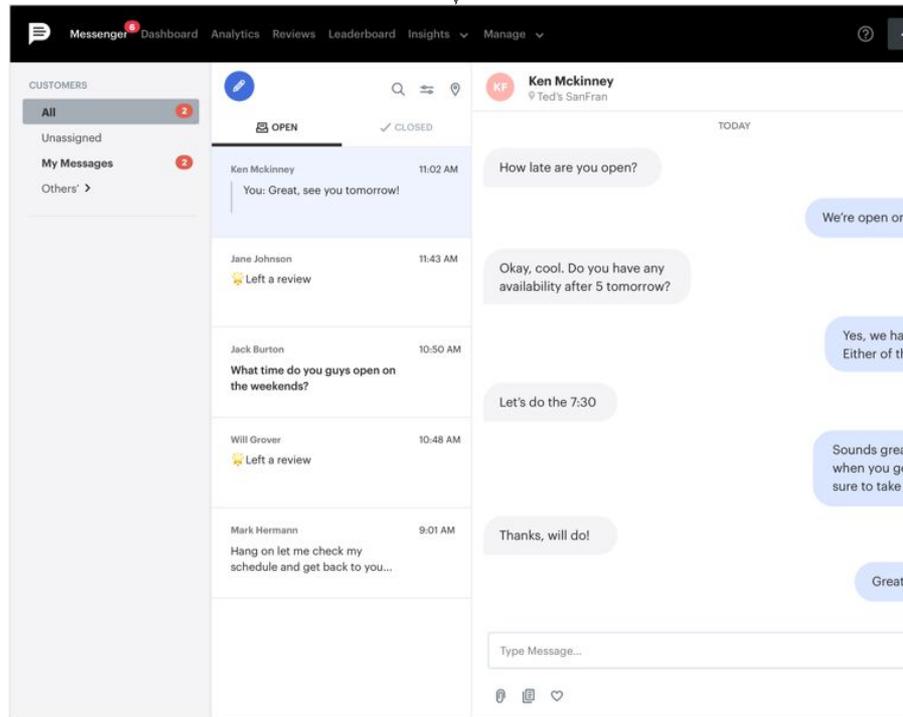
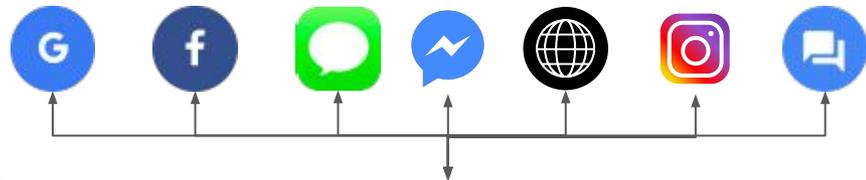


OWN THE HOUSE —



# All your messages in a one simple view

Talk to customers on their preferred channel and manage interactions from one inbox.



PODIUM



# Turn your customers into 5 Star Google Reviews.



Get found with reviews



Convert web visitors into  
lead conversations



Easily manage all your  
messages



Collect new Google reviews

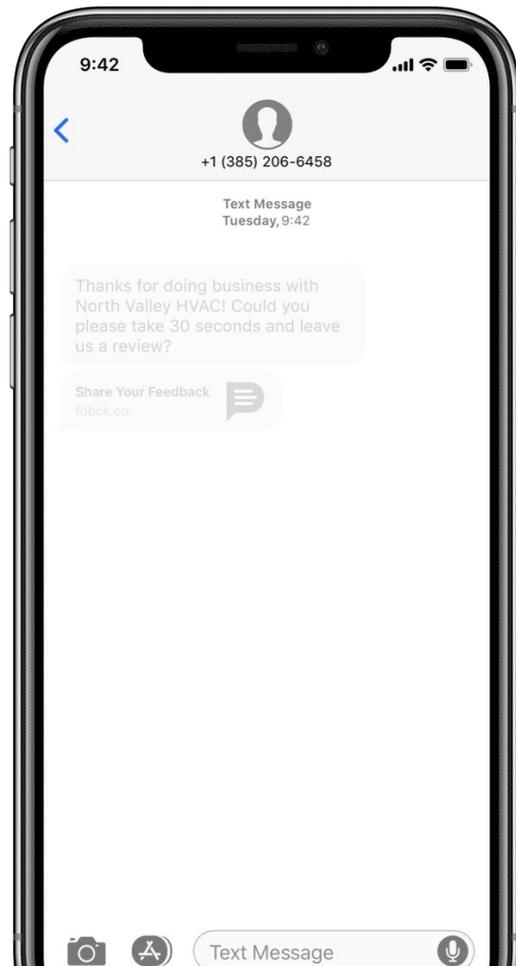




# Turn your customers into 5 Star Google Reviews.

Send review invitations and manage reviews in  
a few clicks.

**Podium users see a 6% increase in revenue  
from reviews, on average**



# “Own the House” with best-in-class service

Streamline the fulfillment of Service Maintenance memberships



Schedule appointments



Confirm appointments



Send dispatch notification



Collect real-time feedback



Share insights with employees





# Easily schedule appointments



Schedule appointments





# Easily schedule appointments

Allows you to connect with the customer when it is most convenient for them





# Confirm appointments to avoid wasting time



Schedule appointments



Confirm appointments





# Confirm appointments to avoid wasting time

Increased efficiency of your technicians will improve profitability for each of your trucks





# Let customers know when tech is on the way



Schedule appointments



Confirm appointments



Send dispatch notification





# Let customers know when tech is on the way

Helps manage expectations with customers and  
avoid delays in completing the work





# Intercept, resolve and save



Schedule appointments



Confirm appointments



Send dispatch notification



**Collect real-time feedback**

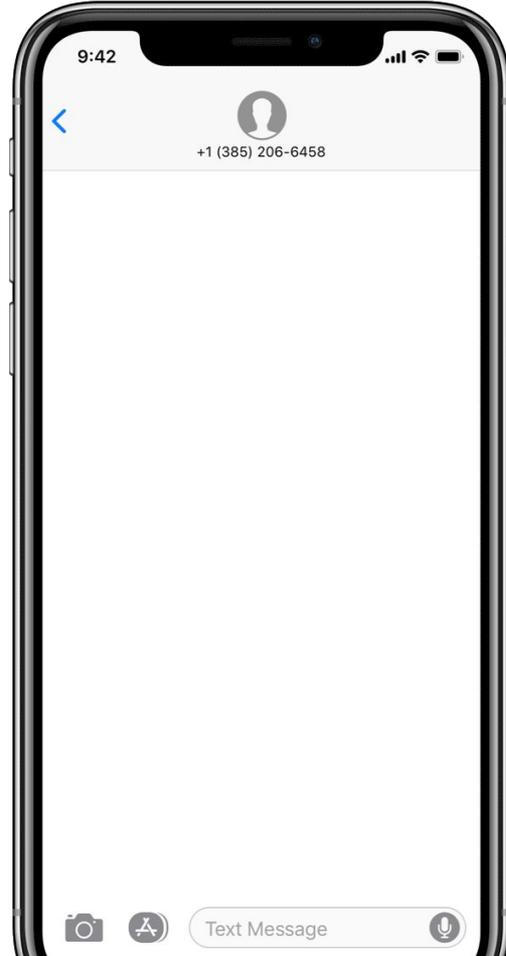


OWN THE HOUSE —



# Intercept, resolve and save

Get real-time feedback from your customers so you can deliver a better overall experience.





# Streamline internal messaging



Schedule appointments



Confirm appointments



Send dispatch notification



Collect real-time feedback



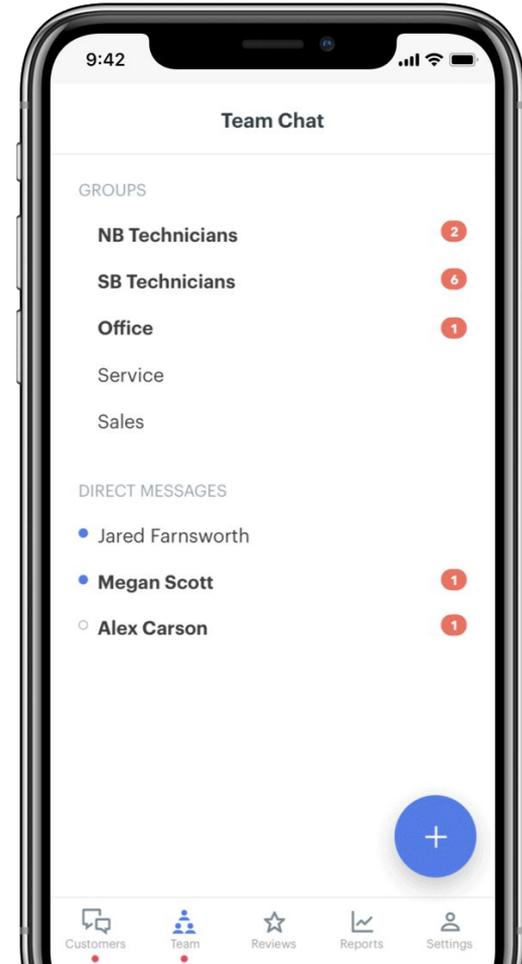
Share insights with employees





# Streamline internal messaging

Easily communicate with team members about what's happening via Podium.



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# Next Steps



[www.podium.com/trane](http://www.podium.com/trane)

[www.podium.com/american-standard](http://www.podium.com/american-standard)

