From Hours to 90 Seconds

How Imago Platform® Transforms Warranty Service and Work Order Production

The Imago Platform® - Product Brief February 2026

Executive Summary

Every time a piece of installed equipment fails — a lighting fixture, an HVAC unit, a fire safety component — a clock starts ticking. Not just the clock measuring how long the site is impaired, but a second, less visible clock: the hours of skilled administrative work required before anyone can even pick up a tool.

Identifying the failed component, locating the original installation record, retrieving the purchase order, determining which warranty applies, reading the terms and conditions to confirm what is covered, and drafting a work order for the contractor — this process routinely takes hours per job. It consumes skilled staff time, introduces the risk of human error, delays repair, and in many cases results in warranty entitlements being missed entirely.

Imago Platform eliminates this bottleneck. Using a combination of **Vision AI**, **Graph Databases**, and **Semantic Search**, Imago transforms a site audit — photographs with brief notes of faulty equipment — into a fully documented, warranty-resolved work order in **90 seconds**.

Parts are identified with high confidence, warranty coverage is determined automatically against manufacturer terms and any extended warranty policies, and the work order is ready for contractor dispatch before a traditional process would have found the right binder.

This product brief explains how Imago achieves this, and what it means for the businesses and service teams that depend on fast, accurate, compliant repair workflows.

Traditional Process	With Imago	Core Technologies
Per job for manual warranty and work order production	From site audit to fully resolved work order	Vision AI, Graph Databases, and Semantic Search

The Problem Today

When a fault is reported on a managed site, the repair workflow begins not in the field but in the office — with documents.

The first challenge is **identification**. A photograph with brief notes of a failed lighting fixture, or a maintenance technician's description of a faulty component, must be matched against the original site manual to determine exactly what was installed. Site manuals are dense documents containing installation records, equipment tables, product specifications, and reference numbers. Cross-referencing a photograph with brief notes against this material manually is time-consuming and requires familiarity with the documentation.

The second challenge is **procurement context**. Once the component is identified, the relevant purchase order must be retrieved to confirm the exact product number, supplier, and installation date. This information is essential both for ordering the correct replacement part and for determining warranty eligibility.

The third — and most consequential — challenge is **warranty determination**. This is where the most value is at stake, and where the most time is lost.

A failed component may be covered by the original manufacturer's warranty, by an extended warranty purchased by the client, or by neither. Determining which applies requires locating the relevant warranty terms, reading the conditions, checking the installation date against the warranty period, confirming that the failure mode is covered under the policy, and establishing whether any exclusions apply. This information is typically distributed across manufacturer product specifications, T&Cs embedded in supplier contracts, and separate extended warranty agreements — none of which are designed to be read together quickly.

Get it wrong in one direction and the business absorbs a cost that should have been recovered. Get it wrong in the other and a contractor is dispatched under a warranty claim that will be rejected, creating delays, disputes, and reputational friction with the client.

Once warranty status is resolved, a work order must be drafted: specifying the fault, the parts required, the coverage status, the contractor instructions, and the relevant reference numbers. Only then can repair begin.

> 🗒 **Hours. Per job.** For a process that should take minutes.

The Imago Approach

Imago Platform® was built to connect the documents, assets, and policies that govern a managed site into a single, queryable intelligence layer — and to put that intelligence to work the moment a fault is identified.

The Imago warranty and work order engine brings together three technologies, each handling a distinct part of the challenge.

Vision AI

Analyses photographs from the site audit, identifying equipment type, model characteristics, fault indicators, and installation context. It does not require the user to know what they are looking at. A site audit with photographs and brief notes is enough — vision AI extracts the information needed to begin the matching process.

Graph Databases

Map the relationships between every asset on a site and the documents that govern it. Each piece of installed equipment is connected to its installation record, its product specification, its purchase order, its manufacturer warranty, and any extended warranty policy held by the client.

Semantic Search

Bridges the gap between visual identification and precise documentation. It matches the identified equipment against the site manual's installation tables, retrieves the exact product numbers associated with that asset, and surfaces the relevant passages from warranty T&Cs and product specifications.

Together, these three layers take a user from photograph to fully resolved work order in **90 seconds**.

How It Works: Step by Step

The process begins when a site audit is uploaded to Imago Platform — typically photographs with brief notes taken during a routine inspection or in response to a reported fault.

1 Visual Identification

Vision AI analyses each photograph with brief notes, identifying the equipment category, its visible characteristics, and the nature of the fault or damage.

2 Asset Tracing

The Graph Database uses the visual identification to locate the corresponding asset record within the site's installation history. It retrieves the original entry from the site manual, confirming what was installed, when, and by whom.

3 Part Number Retrieval

Semantic Search matches the identified asset against the installation tables in the site manual, returning the exact product numbers for the failed component and any associated parts likely to be required. Multiple high-confidence matches are surfaced for human review before the work order is finalised.

4 Warranty Determination

This is the critical step. The system cross-references the identified component and its installation date against all applicable warranty documentation — the manufacturer's warranty terms embedded in the product specification, and any extended warranty policy held by the client within their T&Cs and contracts. Imago identifies which warranty applies, confirms whether the failure mode is covered under its terms, checks for any exclusions, and returns a clear coverage determination: **covered**, **partially covered**, or **out of warranty**.

5 Work Order Generation

With part numbers confirmed and warranty status resolved, Imago generates a complete work order. This includes the fault description, the required parts with exact product references, the warranty coverage status and supporting policy reference, contractor instructions, and all relevant site and asset identifiers. The work order is presented for authorised review and, once approved, is ready for contractor dispatch.

> What previously required **hours** of skilled cross-referencing across multiple document systems is completed in **90 seconds**.

Warranty Intelligence: Where the Real Value Lives

Of all the steps in the repair workflow, warranty determination carries the greatest financial consequence — and receives the least systematic attention.

In a manually managed environment, warranty status is often assessed under time pressure, by staff who may not have ready access to all the relevant documentation, against T&Cs that were not written to be navigated quickly. The result is a pattern familiar to facility managers and operations teams: warranty entitlements that go unclaimed, contractor costs absorbed unnecessarily, and disputes arising from coverage assumptions that were never properly verified.

Imago changes this by making warranty determination a **structured, document-grounded process** rather than a judgment call made under pressure.

Every piece of equipment on a managed site has a warranty profile — the manufacturer's standard terms, the coverage period, the covered failure modes, and the exclusions. If the client has purchased an extended warranty, that policy adds a second layer: its own terms, its own duration, its own conditions. These documents exist. The information is there. The challenge has always been accessing it quickly and accurately in the context of a specific fault on a specific asset.

Imago holds all of this in its Graph Database, semantically linked to each asset record. When a fault is identified, the system does not search for the relevant warranty — it **navigates directly to it**, reads the applicable terms in the context of the specific failure, and returns a determination with the supporting policy reference included.

For C-Suite & Operations Leadership

Every work order produced by Imago carries not just a parts list, but a warranty verdict — clear, referenced, and ready to stand behind. Covered costs are claimed. Out-of-warranty costs are identified transparently before the contractor is dispatched. Disputes are reduced because the basis for every determination is documented and traceable.

This represents a material improvement in warranty cost recovery and financial predictability.

For Contractors & Service Teams

It means arriving on site with complete clarity on what is covered, what parts are required, and what the authorised scope of work is — eliminating the back-and-forth that delays repair and frustrates clients.

Confidence and Human Oversight

Speed is only valuable if the output can be trusted. Imago is designed with this principle at its core.
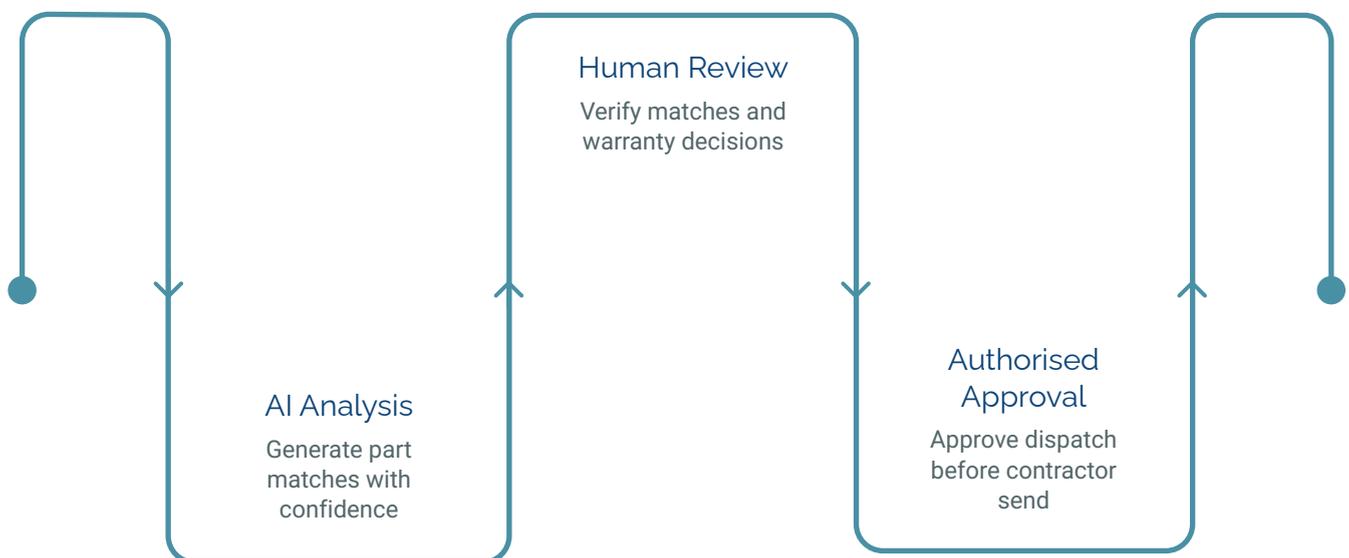
Part Number Matching

Part number matches are returned with **confidence scoring** and surfaced for human review before the work order is issued. Where the system identifies multiple plausible matches — for example, where a component has been updated across different installation phases of the same site — it surfaces all candidates clearly, with the supporting evidence for each, so that the reviewing team can make an informed final determination.

Warranty Determinations

Warranty coverage determinations are similarly presented with the **underlying policy reference attached**, so that the reviewer can verify the basis of the conclusion rather than simply accepting a system output.

This approach reflects a deliberate design choice: Imago accelerates and structures the workflow, but it does not remove human judgement from the decisions that carry contractual and financial weight. The 90-second figure represents the time from upload to a fully prepared, review-ready work order — not the elimination of the professional oversight that responsible operations require.

Human Review
Verify matches and warranty decisions

AI Analysis
Generate part matches with confidence

Authorised Approval
Approve dispatch before contractor send

Imago ensures that speed and accuracy work together — AI handles the heavy lifting while professionals retain final authority over every decision.

The Business Case

The impact of Imago's warranty and work order engine is measurable across several dimensions.

Labour Cost

A process that previously consumed hours of skilled staff time per job now requires less than two minutes of system processing and a brief human review. For organisations managing multiple sites with frequent maintenance and repair cycles, the cumulative saving in staff hours is substantial.

Warranty Cost Recovery

Systematic, document-grounded warranty determination means that covered costs are consistently identified and claimed. In environments where warranty entitlements are currently assessed manually and inconsistently, Imago typically surfaces a significant volume of previously unclaimed coverage.

Contractor Efficiency

Work orders produced by Imago are complete and precise — exact part numbers, clear coverage status, full asset references. Contractors arrive prepared. Return visits caused by incorrect parts or unclear scope are reduced. Site downtime is shortened.

Compliance and Auditability

Every work order carries a full documentary trail: the site audit photograph with brief notes, the matched asset record, the part numbers retrieved, the warranty determination with policy reference, and the authorising review. This creates an audit-ready record for every repair, supporting compliance requirements and providing clear accountability in the event of a dispute.

Speed of Response

For clients, the experience of a managed site changes when faults move from identification to contractor dispatch in minutes rather than days. This is a competitive differentiator for the service businesses operating on Imago, and a material improvement in the client relationship.

Why Imago Platform®

The technologies that power Imago's warranty and work order engine — Vision AI, Graph Databases, Semantic Search — are not new individually. What is new is their integration into a single, operationally focused platform, built specifically for the document-rich environment of managed site services.

Imago is not a document management system with search bolted on. It is an **intelligence layer** that understands the relationships between assets, contracts, warranties, and specifications — and puts that understanding to work at the moment it is needed most.

The platform is designed to accommodate the complexity of real-world site documentation: manuals that evolve over time, equipment installed across multiple phases, warranty policies that vary by supplier and by client agreement. It is built to be the connective tissue between the records that already exist and the operational decisions that depend on them.

For Service Businesses

Managing warranty obligations across multiple clients and sites, Imago offers a step change in operational capability.

For Their Clients

The confidence that comes from knowing their assets are managed with precision, their warranty entitlements are being fully exercised, and their sites are being returned to full operation as fast as possible.