

United Rentals Worksite Performance Solutions

Helping customers drive safety and productivity

In construction and industry, the speed of change is ever-accelerating. Businesses are fielding new opportunities — and facing new challenges. To remain competitive, companies need every advantage they can get. United Rentals is keeping pace to help its customers survive and thrive in a complex and shifting landscape.

Here's a look at how we're innovating for tomorrow by engineering worksite performance solutions that let businesses both large and small do more with less and make use of every minute. Because the best equipment partner goes beyond providing equipment to helping customers create safer, more productive worksites.

Digital solutions for a digital world

Businesses today, from general contractors to oil and energy companies, are pressured to deliver bigger results with smaller budgets and fewer safety incidents. At United Rentals, we know that technology is an obvious answer on many fronts.

In an era of one-click ordering, smart speakers, mobile payments and telemedicine visits, renting a piece of equipment or controlling operator access should be as easy as ordering groceries or blocking content you don't want your kids to see. Tracking equipment utilization should be as easy as tracking your steps. Managing fleet maintenance should be more like doing your taxes by using purpose-built software than by filling out paper forms.

In short, the right digital technology makes life, and work, easier. United Rentals is committed to providing not only the equipment businesses need,

when they need it, but also the technology that will help customers work smarter, better and safer.

The cornerstone of our digital strategy is a redesigned digital experience, all backed by telematics.

For everyday rental needs, [UnitedRentals.com](https://www.unitedrentals.com) is at your service 24/7 and will soon offer new features that let you do more. For more complex needs including managing rented and owned fleet and equipment utilization, [Total Control®](#), the leading equipment management platform, is ready and waiting and will soon be easier than ever to use. And because time is money, you can access either of them on the go through the [United Rentals Mobile App](#), which is getting a redesign of its own to make work simpler.

By putting more power at your fingertips while offering the largest online catalog of commercial and industrial rental equipment in the world, United Rentals aims to become the indispensable partner you never knew you needed.

A streamlined equipment rental experience

Whether you order one forklift twice a year or 100 boom lifts for a single project, renting the equipment you need should be fast and easy. Off-renting it should be just as effortless. Furthermore, when you need equipment for the next project, your rental partner should remember your favorites and even suggest accessories you might need based on the type of work you're doing. It just makes sense.

United Rentals is working toward a digital rental experience on both desktop and mobile that's more convenient for all its customers, more seamless across devices, more rewarding and more targeted for specific job functions, from procurement specialist to accountant to project manager to field manager.

The redesigned experience will offer simpler transactions and greater transparency through the rental cycle. With a few clicks, you'll be able to:

Find and rent the equipment you need

- Search for and find the right equipment more easily
- Specify attachments and accessories
- Get equipment and accessory recommendations
- Save favorites
- Rent and return equipment faster, from anywhere
- Get instant order confirmation
- Schedule a delivery and see the real-time delivery status

Manage your rented equipment

- View reservations
- Track order status and expenses
- Initiate service requests
- Manage efficiency/utilization

Handle billing

- Pay with a credit card
- Confirm the final bill is accurate
- Get clarity on total cost
- See overall spend by project

In short, you can get in, get what you need, and get on with your day.

If you want, you can receive alerts via email, SMS or mobile when equipment is due back no matter what device you're using, complete with clickable calls to action. We're also making it even easier to adjust rental dates and access rate calendars and leniency windows to help you decrease your total spend by off-renting smarter.

However you choose to reserve or manage equipment, our 24/7 digital self-service lets you do business on your terms, with PO tracking, auto-invoicing and more.

Of course, whether you place a reservation through the mobile app, Total Control or UnitedRentals.com, you get the same great service you have always received, with our customer service teams only a phone call away.

Better fleet management

Our streamlined digital ecosystem will make it simpler for companies of any size to successfully manage their fleet using our digital tools.

An improved and expanded Total Control

One powerful tool currently underutilized by many customers is Total Control. It offers numerous features that give companies a leg up on boosting productivity, minimizing downtime and cutting costs. Forthcoming changes will make it easier to take advantage of all it has to offer.

Menus will be simplified. Customizable, role-based dashboards will let you quickly access and drill down into the information that's most important

to you, whether it's equipment location, purchase orders, rentals history, utilization reports or invoices. Trigger-based notifications via dashboard, email or SMS will drive your attention to information that requires action.

And here's a major change: While Total Control gives you visibility into your rental fleet today, in the future you'll also be able to easily upload your owned equipment. Managing your entire fleet from one platform is a smart way to save time.

Sound complicated? We're working hard to make all our digital tools more intuitive. The new Total Control will start you with the basics and let you add the capabilities you want. In-app tutorials will walk you through how to upload owned assets, set up permissions or account codes, create geofences, add benchmarking KPIs, utilize remote tank monitoring and more.

More sophisticated telematics

Another improvement: Today the majority of our fleet is equipped with telematics. Telematics is, of course, the technology that provides the data you use to manage your fleet. In the coming years, even more of our equipment will be telematics-enabled.

By providing visibility into the real-time location of all your equipment and how it's used, telematics helps you maximize utilization and reduce duplication, equipment hoarding and waste. Customers who take full advantage can cut their annual rental costs by up to a third, a savings that drops straight to the bottom line.

Telematics can also help increase safety. For example, equipment operation data allows managers to identify operators who display behavior patterns that indicate a higher risk for an accident. Sensors that measure loads can help

guarantee equipment and operator safety.

Sensors on United Rentals equipment currently provide data on location, usage hours/miles and fuel and battery usage. In the future, new sensors will send more types of data and offer greater range and the ability to perform in more operating environments.

Equipment access controls

One day soon, access control at the machine level will make it easier to share equipment — and hourly costs — with other teams, including subcontractors. Because every dollar counts.

API integrations

We make it convenient for customers to work with us through a suite of APIs that allow our systems to plug into your systems. API integrations let you get the data you want where you want it. For example, our SAP®-certified integration with SAP NetWeaver provides plug-and-play interoperability between Total Control and a customer's SAP order management system. For customers who wish to add their fleet's telematics data to their own fleet management program, that's easy, too.

Access to used equipment for sale

Managing your fleet also means keeping fleet expenses under budget. Buying used construction equipment can be a smart purchase option for companies trying to preserve capital and reduce spending. Used equipment can cost as little as 50 cents on the dollar compared to new.

By the end of 2021, customers will be able to purchase top-tier, well-maintained used equipment right from [UnitedRentals.com](https://www.UnitedRentals.com).

Better fleet management

For any fleet manager, 100% uptime is the ultimate goal, and getting there means effectively maintaining equipment to avoid breakdowns, with a side benefit of extending the lifecycle of assets.

Uploading owned equipment to Total Control lets you take advantage of our fleet maintenance tools, either from your computer or your mobile device. View the preventive maintenance history and current maintenance status of every piece of equipment, see fault codes and manage work orders from the same platform you use for everything else. Get alerts when preventive maintenance is overdue.

In due course, our tools will also enable predictive maintenance of owned equipment. This just-in-time approach to maintenance can minimize shop time and help companies lower their total maintenance spend.

Customers who prefer to spare themselves the burden of equipment maintenance are in luck: United Rentals has nearly 25 years of experience maintaining the world's largest fleet under its belt and an industry-leading staff of service technicians at your disposal. When you choose to bring your equipment to us for maintenance — or have our Customer Equipment Solutions experts come to you to perform preventive and predictive

maintenance for your entire fleet — you benefit from proprietary algorithms we developed to help us maintain our own equipment and prevent it from going down when you need it most.

When and if your rented equipment requires service, the new United Rentals digital experience will make it easier to initiate service requests, track when the technician will arrive and view open service calls.

Easier access to safety training

Safety is always top of mind for United Rentals and its customers, and training is the bedrock of any safety program. To make it faster and easier to find the training your workers need, we're bringing United Academy and its catalog of training courses to UnitedRentals.com.

To make the training itself more convenient, we've increased our offering of virtual, instructor-led classes in English and Spanish, and you can schedule them at the last minute, whenever your crews have downtime.

Ensuring that only those workers with the proper training and certification can access heavy equipment is a commonsense hazard prevention measure. Once an access control solution is in place, we envision the ability to link it to an operator database, which could automate the process of limiting equipment access to the workers who should have it. It's one more safeguard to help your teams work without incidents or accidents.



Your premiere partner for a safe and productive worksite

At United Rentals, our goal is to go beyond providing the equipment worksites need to providing the tools that will help enterprises work faster and safer and create more productive worksites and more efficient, profitable companies.

We also want to make it easier for customers of all sizes to use these tools and do business with us.

We're already on our way to serving up the easiest and best rental customer experience on the planet. Soon customers can expect an even better, more valuable partner, one that lets you find and reserve exactly the equipment you need and manage rented and owned assets exactly when and how you want, without wasting a moment and with just a few clicks. One with a suite of digital solutions that enable spending less, boosting utilization and working more productively and safely. One that helps you beat benchmarks — and outperform the competition.

When action is needed, we'll have your back with easy-to-configure alerts, accessible on whatever device you're using, that include clear calls to action so you never miss a beat, even if you're busy juggling other priorities.

It's a digital world, and when it comes to driving success, digital technology should hand customers

easy victories whether they're on the worksite, in the field office or back at headquarters. Our digital solutions lead the pack. And if you like what we offer today, wait till you see what we offer tomorrow.