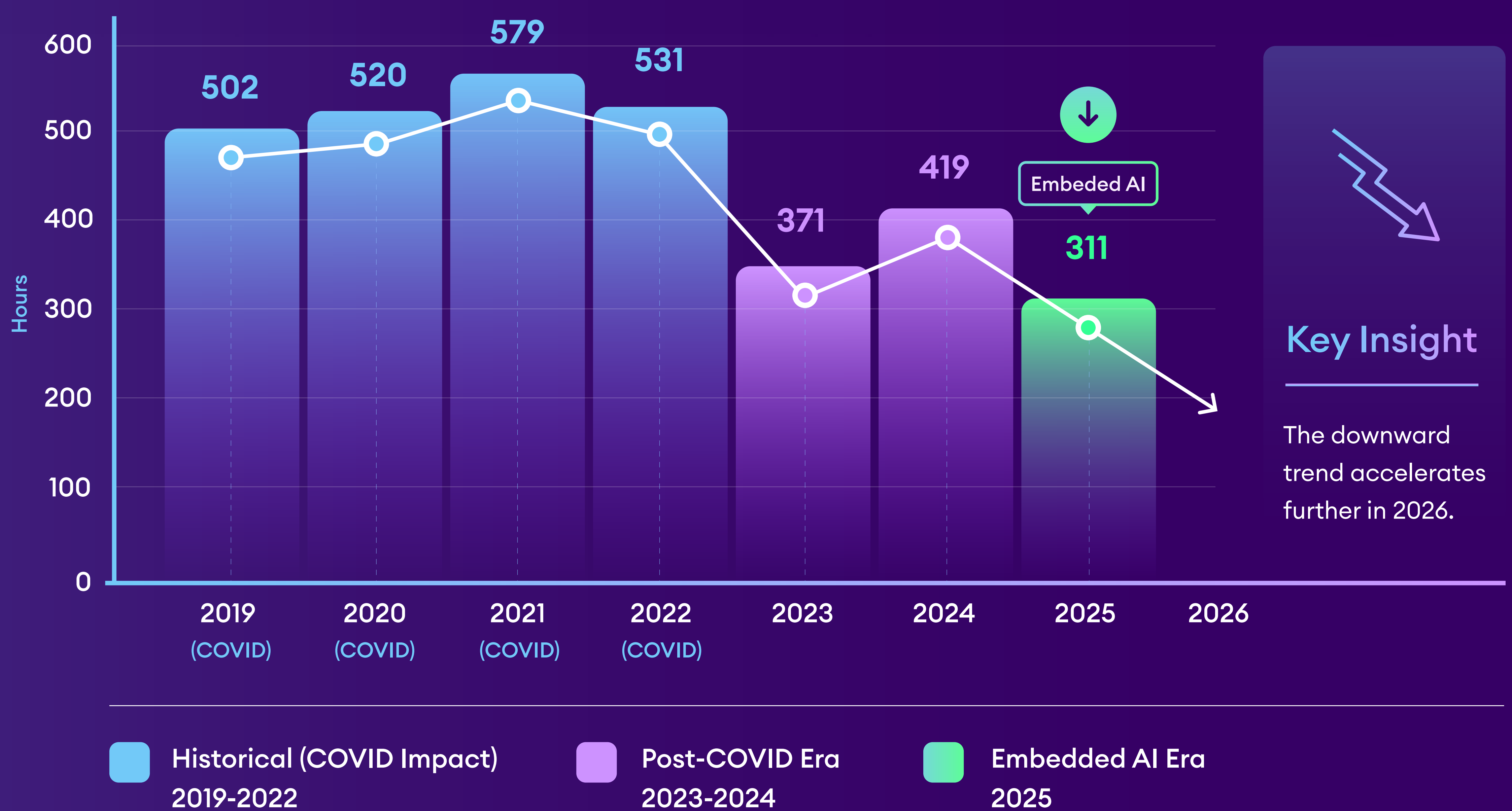


Embedded AI Accelerates Repairs and Drives MTTR to New Lows

Since the launch of Embedded AI in 2025, repair times have declined even faster. The Mean Time To Repair (MTTR) is now more than 40% below its 2022 peak, which was driven by the after-effects of COVID-19.

Year-over-year MTTR



Key figures



42%

Reduction in MTTR



75%

Of customers improved



6.9M

Failures tracked across the portfolio



Analysis based on Ultimo Cloud MTTR data from 2020-2026, covering **48,509 customer-month observations** and **6.9 million tracked failures**.