



United Rentals Scales AI Applications with AWS

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Recently launched App Speeds Equipment Repairs and Boosts Utilization

STAMFORD, Conn.--(BUSINESS WIRE)-- United Rentals, Inc. (NYSE: URI) today announced it has scaled enterprise-wide adoption of Manual Assist AI, a web-based application that delivers AI-powered diagnostics and on-demand access to thousands of equipment manufacturer manuals for its service teams. Developed in collaboration with Amazon Web Services (AWS) as part of an ongoing commitment to innovation and AI integration, the solution now supports more than 4,000 monthly users, putting AI-powered insight directly in the hands of technicians to speed repairs, reduce downtime, and keep more equipment working on jobsites.

Built on AWS scalable cloud infrastructure and generative AI services, Manual Assist AI helps service teams quickly locate the correct manuals, summarize service procedures, and identify the most relevant pages for deeper technical detail. The application enables faster, more accurate troubleshooting—both in the shop and in the field.

With a streamlined interface and intuitive search capabilities, Manual Assist AI significantly reduces the time required to find critical information. Technicians gain rapid, on-site access to the guidance they need to diagnose and resolve issues, helping minimize equipment downtime.

“Manual Assist AI helps our service teams get more equipment back into service faster, which directly improves fleet utilization,” said Tony Leopold, Senior Vice President and Chief Technology and Strategy Officer at United Rentals. “This tool reflects our ongoing innovation strategy and our commitment to using generative AI to expand employee capacity and deliver greater value to our customers.”

Manual Assist AI was built using Amazon Web Services cloud capabilities, including Amazon Bedrock and Amazon OpenSearch. “It’s incredibly rewarding to work with United Rentals as they apply AI to enhance the productivity and safety of their employees and the customers they serve,” said Rich Geraffo, Vice President and Managing Director, AWS North America. “Manual Assist AI—and United Rentals’ broader innovation strategy—demonstrates the meaningful impact AI can have across industries.”

Advancing United Rentals’ Innovation Strategy

Manual Assist AI supports the company’s broader **Worksite Performance Solutions™** innovation strategy, which focuses on delivering digital tools, advanced equipment technologies and analytics that improve project efficiency and outcomes. The new application extends United Rentals’ investments in AI-driven solutions that help customers build smarter, work safer and operate more productively.

About United Rentals

United Rentals, Inc. is the largest equipment rental company in the world. The company has an integrated network of 1,639 rental locations in North America, 41 in Europe, 40 in Australia and 19 in New Zealand. In North America, the company operates in 49 states and every Canadian province. The company’s

approximately 27,900 employees serve construction and industrial customers, utilities, municipalities, homeowners and others. The company offers a fleet of equipment for rent with a total original cost of \$22.82 billion. United Rentals is a member of the Standard & Poor's 500 Index, the Barron's 400 Index and the Russell 3000 Index® and is headquartered in Stamford, Conn. Additional information about United Rentals is available at unitedrentals.com.

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Source: United Rentals, Inc.