Service Excellence Solutions for Manufacturing

Real-Time Service Excellence
The Changing Service Landscape

From Products to Services
70% of manufacturers will use services as a differentiator like engine builders selling “power by the hour”. Manufacturers are switching to usage-based models, known as “servitization”. IoT makes it possible.

A Whole New World
53% of manufacturers will offer smart products by 2016. In 2015, 43M wearable fitness bands alone will be shipped and that’s just one of the many categories of connected products that IoT has enabled.

Complete Visibility and Control
$1.5M of inventory went missing at one steel mill in Illinois. Adopting an inventory tracking solution in its warehouse cut shrinkage and increased worker productivity. It makes it easy to track assets like stock, plant and equipment, both on site and in the field.

Break-Fix is Broken
22% Elevator manufacturer Schindler uses IoT to remotely monitor equipment faults and respond 22% faster than traditional methods. Condition-based maintenance cuts servicing costs and improves uptime for customers.

Challenges
- Disparate silos in service delivery lifecycle
- Service operations not optimized, leading to lower workforce productivity & service profitability
- Equipment at multiple distant locations in tough environmental conditions
- Increased product complexity leading to increased time to repair
- Inadequate enablement of technician to execute service tasks
- Usability data, that can improve product quality
- Information at point of interaction, resulting in warranty leakage and lower service contracts

Real Time Service Excellence

- 39% of manufacturers take a “cautious” approach to adopting new technologies.
- By 2025 we predict that many manufacturers will get more revenue from services than from product sales.
- 70% of manufacturers will offer services as a differentiator
- 53% of manufacturers will offer smart products by 2016
- $1.5M of inventory went missing at one steel mill in Illinois
- 22% of manufacturers will offer smart products by 2016
- Elevator manufacturer Schindler uses IoT to remotely monitor equipment faults and respond 22% faster than traditional methods.

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Solution Architecture

Moving to Predictive Maintenance Reduces Costs

- **Reactive Maintenance**: $18 /Year
- **Preventive Maintenance**: $13 /Year
- **Predictive Maintenance**: $9 /Year

For Manufacturer
- Return on Investment: 10X
- Maintenance Costs: 30%

For Customer
- Production: 25%
- Breakdowns: 75%

Source: Federal Energy Management Program

Solution Benefits
Birlasoft – Bringing Engineering & IT together

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<th>Middleware</th>
<th>Insights</th>
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<td>On-Bus Intelligent Transport System</td>
<td>Digital Enterprise</td>
<td>In-Memory Yield Management</td>
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<td>(Recognized at European IDTechEx Energy Harvesting &amp; IoT Awards 15)</td>
<td>PaaS Partner</td>
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Enterprise to the Power of Digital™

Birlasoft combines the power of domain, enterprise and digital technologies to reimagine business processes for customers and their ecosystem. Its consultative and design thinking approach makes societies more productive by helping customers run businesses. As part of the multibillion diversified CK Birla Group, Birlasoft with its 10,000 engineers, is committed to continuing our 150 year heritage of building sustainable communities.