LTIMindtree

Case Study

Re-Defined Service Business Model

for Global Elevator Manufacturer

Client

The client develops, manufactures, and markets - elevators, escalators, moving walkways, and related equipment. LTIMindtree has been a prominent partner with the client over the years in conceptualizing and executing its digital journey.

Challenges

With the advent of digital technologies, the client planned to re-define the AMC business model to elevate user experience. The objectives of the digital transformation were to provide disruptive solution through asset visibility, proactive real-time monitoring, and predictive insights to reduce shutdowns.

LTIMindtree Solution

LTIMindtree addressed the need for a disruptive business model with a connected elevator solution. The solution started with monitoring real-time status of the unit and entailed to provide data insights and complete visibility of elevator portfolio.

- Enabled active monitoring of each elevator unit connecting elevator controller and sensors
- Leveraged a secured device connectivity and data aggregation solution, Mosaic platform and Microsoft Azure for data ingestion and stream analytics
- Developed elevator diagnostics tool for faster response time, more informed decisions, and stronger relationship with the end customer
- Deployed DevOps to ensure faster product release cycle
- Provided next-gen features like touchless elevator, trapped passenger detection, real-time voice and video interaction with passenger
- Offered a 360-degree real-time view of multi-geography portfolio of connected elevators

Business Benefits

- Enterprise monitoring platform for 30,000+ connected elevators
- Reduced downtime of the elevators by 10-20%
- 10% cost saving in the service call reduction
- Improved technician productivity
- Reduced callback

LTIMindtree is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 700 clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by 84,000+ talented and entrepreneurial professionals across more than 30 countries, LTIMindtree — a Larsen & Toubro Group company — combines the industry-acclaimed strengths of erstwhile Larsen and Toubro Infotech and Mindtree in solving the most complex business challenges and delivering transformation at scale. For more information, please visit **https://www.ltimindtree.com/**