



Case Study

# Service Data Monetization for Smart Connected Assets



## Client

One of the largest US based manufacturer, distributor, and service provider of industrial flow control equipment with 300 locations worldwide and 180+ quick response centers.



## Challenges

- ✓ **Loss of Service Marketshare** due to lack of visibility into their pumps operational data, the client was not able to predict failures and preempt service activities for end users which led to revenue loss in terms of lower spare parts' sale and services and inefficiencies in the supply-chain of parts.
- ✓ **Lower Utilization of Maintenance Staff** - Lack of Remote Performance Monitoring Models led to a larger than required maintenance field force.
- ✓ **Lack of Customer Engagement:** missing voice of customer in product design and update.



## LTIMindtree Solution

- ✓ A single solution that could be deployed both on-premise and on-cloud to provide real-time condition monitoring of pumps with time to failure predictions.
- ✓ An automated process to display real-time pump data to classes of users enabling better maintenance practices.
- ✓ Predictive analytics allowing service prioritization, better outage and spare parts planning.
- ✓ Technology-agnostic Microservices Architecture that enabled integration with multiple platforms, historians, and enterprise systems.



## Business Benefits

### 8%

Reduction in unscheduled maintenance.

### 99%

Availability of assets.

### 12%

Reduction in asset downtime.

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