



## Case Study

# Prognostic Health Management of Service Parts for Leading Automotive Major

LTIMindtree's Leni bespoke prognostic solution helped a leading automotive company predict status and expiration of service parts and set up a proactive channel for timely communication.



## Client

The client is a leading Fortune 500 Automotive Major based in US.



## Challenges

- ▶ Reactive service parts maintenance process resulting in reduced lifetime of vehicle and spare parts.
- ▶ Processing of humongous amount of scattered data across CRM, vehicle, service warranty and telematics.
- ▶ No means of proactive communication with dealers and customers on expiration of service parts.



## LTIMindtree Solution

- ▶ Triangulated telematics, vehicle and service warranty data to predict remaining useful life and expiration of service parts.
- ▶ Designed a prognostic solution to determine end of usefulness and predict failures on maintenance parts and fluids.
- ▶ Identified and categorized pending expirations by VIN and service part.
- ▶ Share real-time email notifications to dealers and clients on predicted expirations.



## Business Benefits

**Automated  
mailers and  
notifications  
to dealers and  
customers on  
expiration and  
repairs.**

**Increased  
maintenance  
efficiency  
with proactive  
alerts.**

**Reduction  
in reactive  
maintenance-  
related labor  
costs.**

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