



Case Study

IoT-based Smart Service Management for EU-based Water Utility Company

**A connected solution providing digital service management process,
transformed the experiences of the end user and reduced holding cost.**

Client

The client is a French multinational company involved in water management, waste management and energy services business, having wide presence in approximately 48 countries in the world. The client develops and markets water filter technology products and was struggling with its service management processes.

Challenges

The challenges were mainly rising costs and unsatisfied customers due to poor service management process. The client had a disconnected process dependent on manual efforts for providing maintenance services, which was time consuming, inefficient and costly. The client had to perform manual inspections to decide replacement of equipment, as well as there was no real-time cylinder health check of devices resulting in high inventory cost.

LTIMindtree Solution

LTIMindtree intervened and provided an Internet of Things (IoT) sensor-based solution to provide automated feedback from the devices regarding the health of scattered filters in products. We realized the need for availability of real-time information to customers and technicians about the health of the equipment. The connected devices sent automated alerts to technicians resulting in preventive maintenance of devices, elimination of equipment breakdown and improvement of customer satisfaction levels. In addition, our solution provided real-time dashboard of inventory availability resulting in inventory optimization, lower operation costs and a highly efficient system of preventive maintenance for purification service management.

The most unique aspect of this engagement was that the solution was highly scalable, replicable and provided analytics for not just device maintenance, but also about need for device replacement.

Business Benefits

- Using IoT-based tracking has optimized almost **33%** inventory cost and achieved better customer satisfaction.
- Reduced the patent issue by tracking the connected vs. disconnected cylinders through RFID.

- Zero manual effort for the end customer, order arrival at Customer location before failure, inventory optimization, higher quality of service and resulting in customer satisfaction, SLA compliance ensuring desired water purification level continuously.
- A dashboard for inventory view, helping the client reduce holding cost and provide enhanced experiences to the end users.

Technology

SAP, BI/DW, Cognos, Latis, AWS, IOT, Oracle, IBM Datastage ETL and Salesforce.

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