

Case Study

Vehicle-As-Service Model Drives 80% Reduction in Vehicle Downtime for Swedish Automotive Major



Client

The client is a leading Swedish manufacturer of commercial vehicles and diesel engines for heavy vehicles, marine, and other industrial applications.

Challenges

- Capturing and turning vehicle data into information insights and actions for the service network.
- Need for better uptime and reduction of Vehicle off Road (VOR) instances.
- Lack of real-time feedback and visibility to the end customer.

LTIMindtree Solution

- Developed a real-time remote vehicle prognostics system that enables the drivers to report specific defects, along with the vehicle specifications that the system automatically collects.
- Analysis of the fleet performance and driver behavior, based on equipment utilization and diagnostics data, to provide specific insights/action items to improve operational efficiencies.
- Developed a configurable, rule-based, deviation detection engine (customizable for region and vehicle diversities) to alert fleet monitoring stakeholders, providing them action plans based on severity of the detected deviations.
- Provides complete visibility on the vehicle performance to the fleet manager and service workshop, enabling proactive customer support for repair and maintenance activities, significantly reducing expensive roadside breakdowns.





80%

reduction in vehicle downtime.

170K

connected vehicles monitored across the globe with 500K exceptions and diagnostic events processed per day.

50% reduction in MTTR.

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