

Brochure

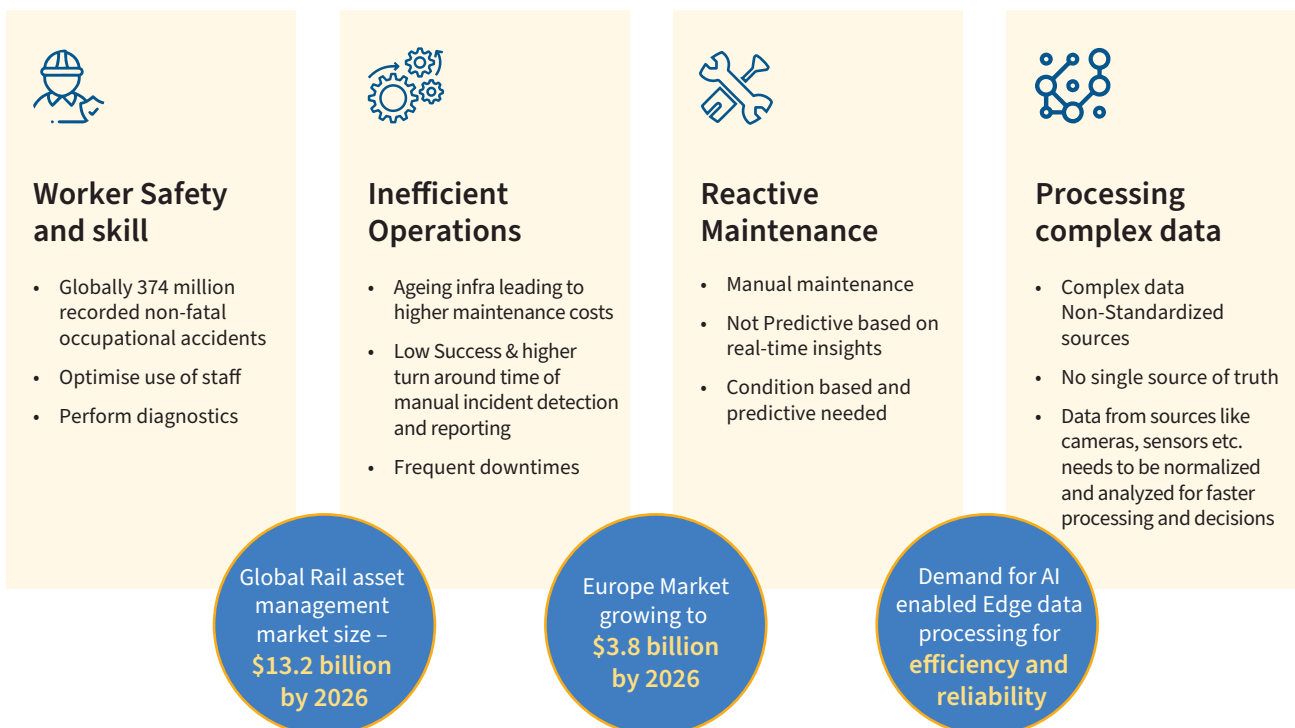
# Smart Operations with **Salesforce Field Service and LTIMindtree NxT Platform**



# Current state of the surface transport industry

The inefficiency of operations caused by an aging infrastructure and complex processing required for modern data sources creates a gap in the human experience.

## Health and Safety Executive (HSE) statistics - 2019/2020

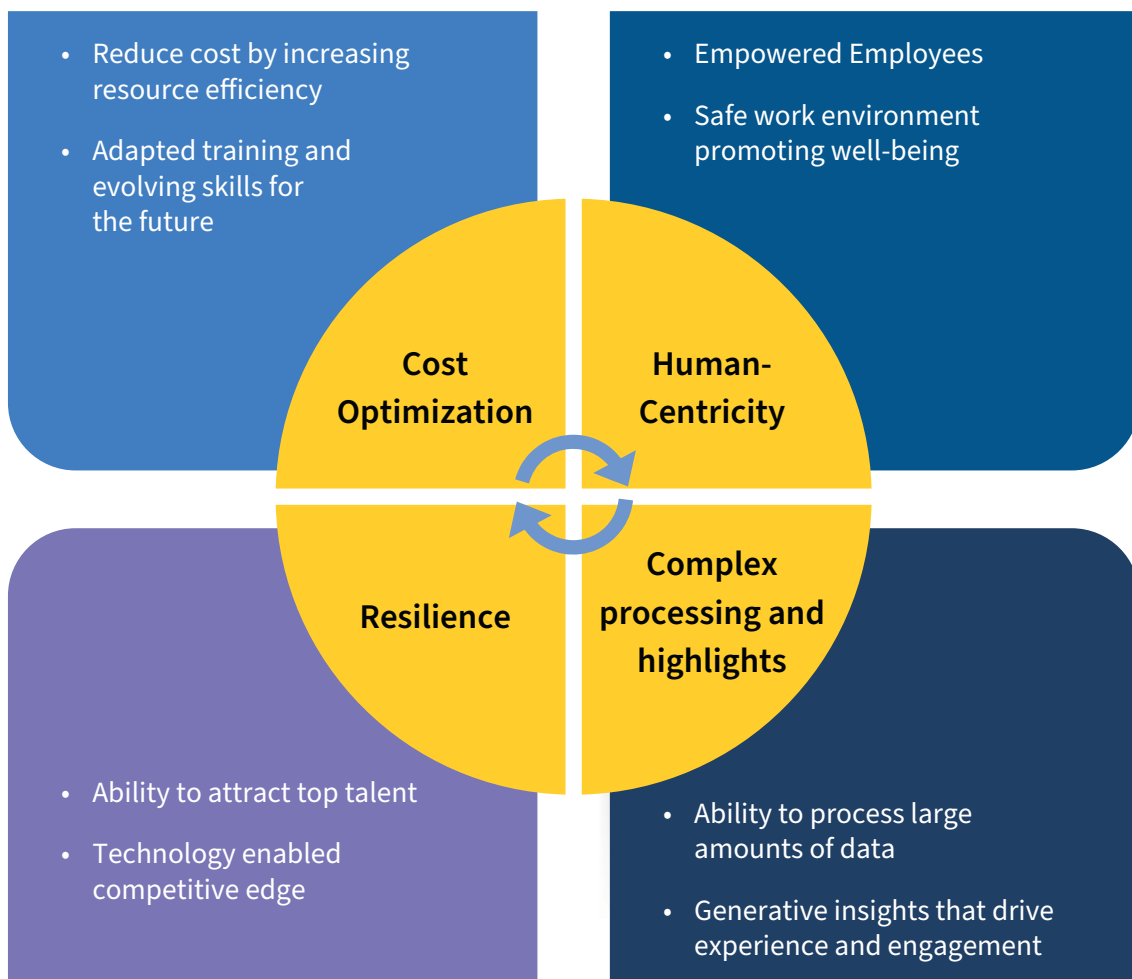


# Value Levers of Industry X.0

The surface transport industry can leverage the cutting-edge advances underway in the industry X.0 space. While enterprises gear up for Industry 4.0, Industry 5.0, aimed at human centricity, is already underway as the next revolution.

Ultimately, it's about recognizing that robotic, automated, and digital advances contribute equally to the process as human insight, innovation, and creativity.

Next-gen digital technologies allow radical workplace innovation. By developing innovative technologies in a human-centric manner, Industry 5.0 can support and empower, rather than replace worker. It also increases industries' resilience and make them more sustainable.



Industry 4.0 Levers

# Reimagining the Human Experience with NXT and Salesforce

Insight NxT is an enterprise platform that autonomously derives intelligence from connected ecosystems of workers, machines, materials, their locations, and business processes. Advanced data management and analytics tools turn raw data into actionable insights that is used to drive informed business decisions, including deploying Industry 4.0 initiatives, and transitioning from CapEx to OpEx models. This solution addresses the need for smart operations in real-time by leveraging the best-in-class field service operations capability with Salesforce.

LTIMindtree and Salesforce have come together to drive exponential value in our client's incident management processes by acting as a single source of truth.

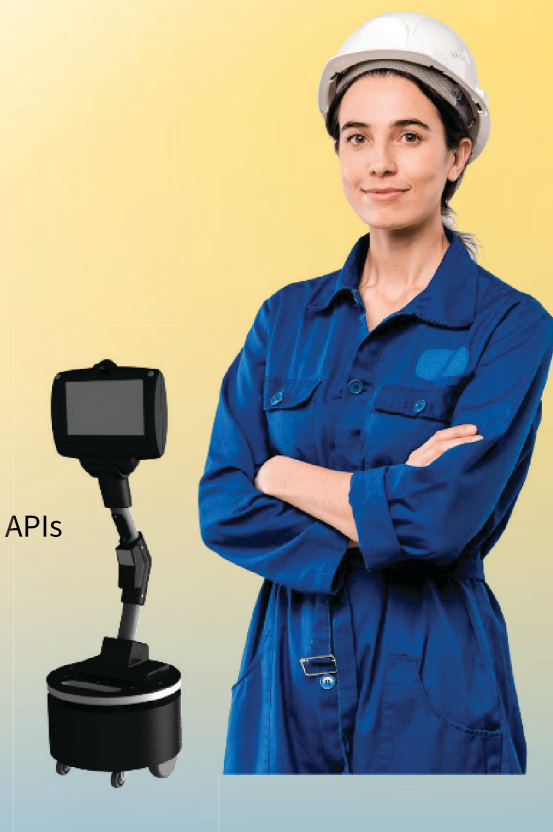
Introducing Sam, our automated real-time system that optimizes the incident management process. Sam is an AI-enabled edge computing-capable robotic offering from the NxT platform. It showcases the integration of the NxT platform with Salesforce for smart real-time operations management.

## Solution offering types:

1. Incident Management
2. Sustainability with Salesforce Net Zero Cloud and NxT
3. Smart Spaces (Building Management Systems)

### Features of Sam:

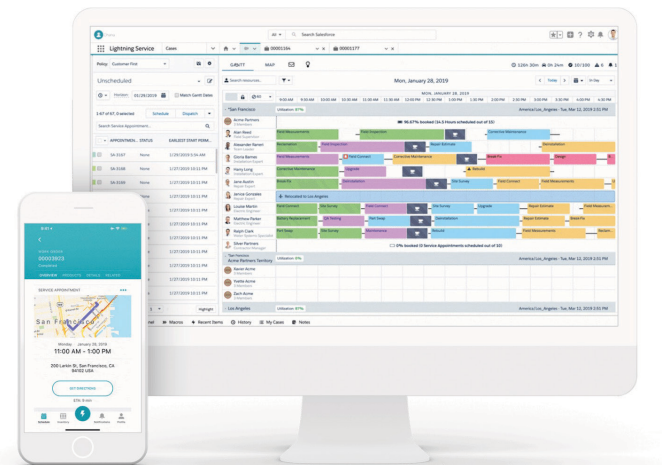
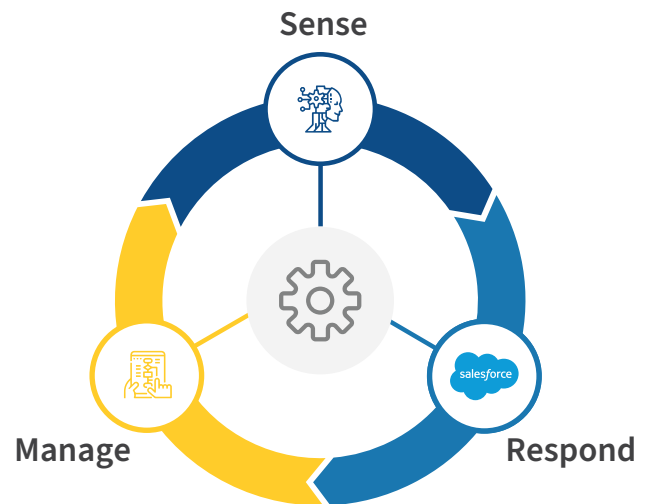
- Intelligent tracking of health and safety incidents with our Insight NxT suite of offerings
- Real-time safety inspections
- Leverage the power of the Salesforce Field Service
- Insights NxT is seamlessly integrated with Salesforce through APIs
- The managed services package includes the necessary hardware and software with clearly defined outcomes



# Themes, Scenarios and Functional Flow

## ReImagine and ReDefine your business operations with Sam:

- **Sense:** Detect anomalies in real-time to initiate action during disruption
- **Respond:** Salesforce Field Service manages work orders, instantly views knowledge articles, and tracks SLA compliance with milestones. Work orders are integrated with accounts, contacts, assets, cases, entitlements, and other objects, so you can pull in data across Salesforce. It enables efficient management of real-time actions initiated by the NxT platform.
- **Manage:** Enables efficient management of real-time actions in Salesforce Field Service, initiated by the NxT platform using the below features:
  - Optimize schedules and intelligently assign jobs.
  - Manage jobs from any mobile device.
  - Make smarter decisions to enable proactive and predictive services.
  - Harness the power of Einstein AI to increase first-time fix rate.

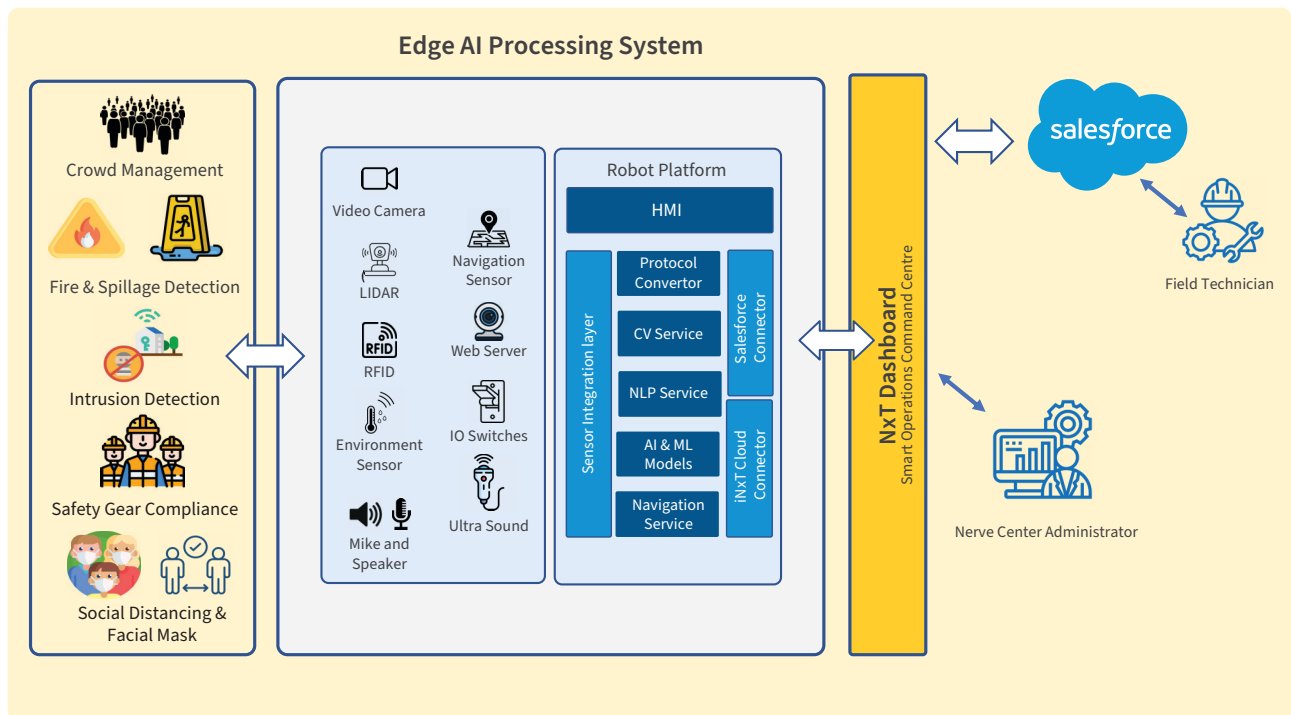


## Use Cases and Real-life Scenario Applications

- **Crowd management** - People count, movement, and proximity detection
- **Fire detection or spillage** - Unsafe conditions, potential hazard alerts
- **Intrusion detection** - Security surveillance, trespassing on tracks, etc.
- **Safety gear detection (helmet/jacket/shoes)** - Unsafe act detection
- **Identity violations** – Scanning passengers and issuing alerts for violations
- **Face mask and social distancing** - Unsafe act detection

## Functional Flow:

- By utilizing sensors and cameras, a robotic system can detect anomalies like workplace hazards and regulatory non-compliance in real-time.
- The AI engine is deployed at the edge device (robot), making real-time rule-based decisions.
- The system connects with Salesforce Field Service to record incidents and create work orders to schedule technician visits.



Solution Functional Flow

## Solution Benefits

- **Workforce optimization** – Reduce manual inspections and improve efficiency
- **Worker Safety** – Deployment in hazardous areas
- Improved asset **utilization** with **reduced downtime**
- Improved **accuracy and consistency** of inspections
- Improved **regulatory compliance**
- Support sustainability goals via **energy efficiency and waste reduction**
- **Out-of-the-box connectivity** with internal and external data sources
- **AI for all**, making data accessible and actionable

## Turn Industry 4.0 into a Growth Engine

Want to know more about how Insight NxT can help drive profitable Industry 4.0 transformation? Visit us to learn how our analytics solution enables organizations to engage customers like never before, anticipate their needs, and respond with incredible speed and precision.



### About LTIMindtree

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/>