



CASE STUDY

# Re-Imagining After-Sales Service Experience leveraging Industry 4.0 for a Leading Pump Manufacturer

Digital Transformation -> Industry 4.0

## Client

The client is an ace global pump manufacturer that transports and controls the flow of materials in the world's most critical industries. Apart from manufacturing pumps, the client is also a leader in designing, distributing and servicing industrial flow management equipment across the world.

## Challenges

The client wanted to get rid of the reactive culture, having only transactional relationships with customers and enhance customer loyalty by transforming the after-sales servicing experience. The as-is scenario posed the below challenges:

- Lack of proactive post sales engagement with customers
- Limited levels of customer relationship management
- Lack of relevant data to field technician for performing service activities
- Reactive and scheduled maintenance rather than condition-based predictive maintenance
- Inefficiency in supply chain & spares inventory management

## LTIMindtree Solution

- Platform-agnostic micro services-based architecture was used for ease of deployment
- Condition-based service prioritization and better inventory management and spare parts planning
- Real-time equipment condition monitoring and predictive maintenance
- Leveraging sensor and process data gathered from multiple SCADA, PLC & Historian system for monitoring the equipment condition.

# Business Benefits



**18%** reduction in  
unscheduled  
maintenance time



**12%** reduction in  
production  
downtime



Reduced maintenance  
and  
service costs due to  
remote service features



Improved pump reliability  
and  
performance



Better cross-sell and upsell  
opportunities for clients



Subscription-based model  
for an eclectic mix of  
customers to improve  
bottom-line



Increased customer  
retention by constant  
customer engagement

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