



Case Study

## Re-defined Service Business Model for Global Elevator Manufacturer

# Client

The client develops, manufactures and markets elevators, escalators, moving walkways and related equipment.

LTIMindtree has been a prominent partner with the client over the years in conceptualizing and executing its digital journey.



# Challenges

With the advent of digital technologies, the client planned to re-define the AMC business model to elevate user experience. The objectives of the digital transformation were to provide disruptive solution through asset visibility, proactive real-time monitoring and predictive insights to reduce shutdowns.



# LTIMindtree Solution

LTIMindtree addressed the need for a disruptive business model with connected elevator solution. The solution started with monitoring real-time status of the unit and entailed to provide data insights and complete visibility of elevator portfolio.

- Enabled active monitoring of each elevator unit connecting elevator controller & sensors.
- Leveraged LTIMindtree secured device connectivity & data aggregation solution, Mosaic platform and Microsoft Azure for data ingestion and stream analytics.
- Developed elevator diagnostics tool for faster response time, more informed decisions and stronger relationship with the end customer.
- DevOps to ensure faster product release cycle.
- Next-gen features like touchless elevator, trapped passenger detection, real-time voice & video interaction with passenger.
- A 360-degree real time view of multi geography portfolio of connected elevators.



# Business Benefits



Enterprise monitoring platform for **30,000+** connected elevators



Reduced downtime of the elevators by **10-20%**



**10% cost saving** in the service call reduction LTIMindtree



Improved technician productivity



Reduced call back

## 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 82,000+ 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/>