![LTIMindtree logo]

Case study
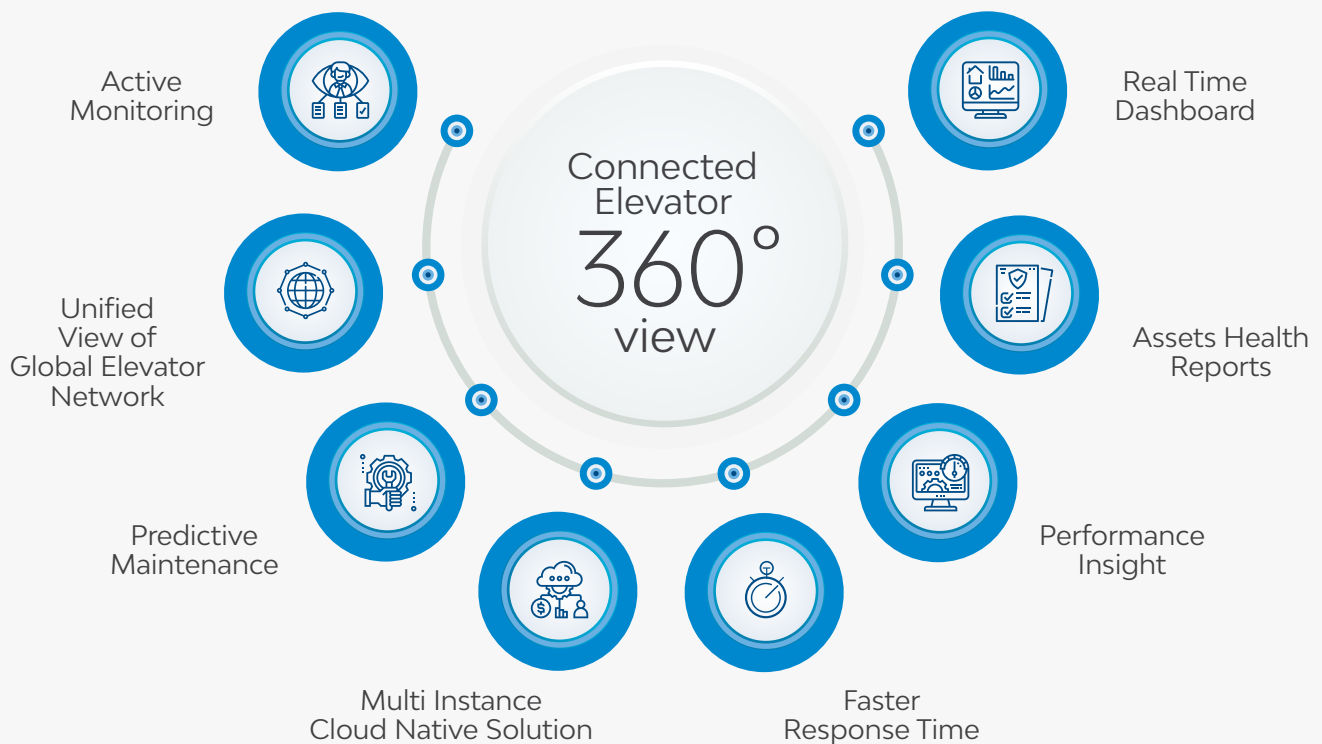
LTIMindtree Connected Elevator

Service transformation leveraging Power of Industry 4.0

In today's world, technology has allowed real time information and personalization possible in nearly every aspect of life. Elevator market, which is currently undergoing product lifecycle enrichment, is also on the cusp of technology surge with a universal demand for harnessing asset visibility and achieve operational efficiency.

With LTIMindtree Connected Elevator, we are leveraging Industry 4.0 solutions to achieve significant improvements in asset reliability and customer experience; providing continuous visibility of the units and run predictive algorithms to improve overall performance.

The LTIMindtree Approach

LTIMindtree Connected Elevator solution performs "active monitoring" of the units combining the best of IoT, analytics and cloud technology to deliver a multimedia & connected experience to the clients by offering real time asset health information driving predictive maintenance.

Connected Elevator 360° view

- Active Monitoring
- Real Time Dashboard
- Unified View of Global Elevator Network
- Assets Health Reports
- Predictive Maintenance
- Performance Insight
- Multi Instance Cloud Native Solution
- Faster Response Time

This solution is aimed at keeping your field technicians a step ahead in monitoring the health of an elevator and predict the need of maintenance to reduce frequent failures and avoid unnecessary maintenance visits. It's a cloud based advanced analytics solution that leverages the use of sensor data, service data, alarm and events to predict unfavorable incidents for proactive response and faster resolutions. The solution benefits are spread across personas such as:

Field Technician: Can access real time data of a unit's health and performance that helps him in predicting failures and scheduling maintenance activities.

Remote Expert: Has access to a 'Timeline' view of the various critical events raised by the unit that helps him analyze anomalies proactively and provide recommendation to Technicians.

Passenger: Has access to the In-Car infotainment and can also connect to emergency personnel over voice, video or text chat in case of emergencies.

Benefits across Personas

Sales Rep: Facilitate sales support to customers by managing subscription of IoT led services and recommending upgrades to customers.

End Customer: Can view status of service requests, invoicing and billing information and receive notifications for shutdowns & trapped Passengers.

Customer Service Rep (CSR): Has visibility of the real-time status of the unit when customer calls and can proactively inform customers about shutdowns & entrapments.

Key Features

1 Connected Elevator provides real time **"heartbeat"** of the unit. This heartbeat is a status summary, as deemed by the elevator controller & sensors, making operational data available.

2 Continuous active monitoring of each unit by **anomaly detection** of streaming data generated from multiple units.

3 **Intelligent platform** and **dashboards** enabling complete visibility and remote troubleshooting, substantially reducing downtime.

4 **Real-time analytics** and **predictive algorithms** to generate health score of each unit and to operationalize predictive maintenance schedules.

5 Cloud data platform for **enterprise-wide elevator master.**

6 Constant access to operational data with a **360-degree**, real time view of entire portfolio enabling **faster response time**, business intelligence and stronger relationship with the customer.

Key Benefits

Reduction
in elevator downtime.

Enhanced Productivity
of Field Technician.

Faster
on-boarding leveraging prebuilt frameworks & accelerators.

Seamless Integration
with multiple elevator make and models.