

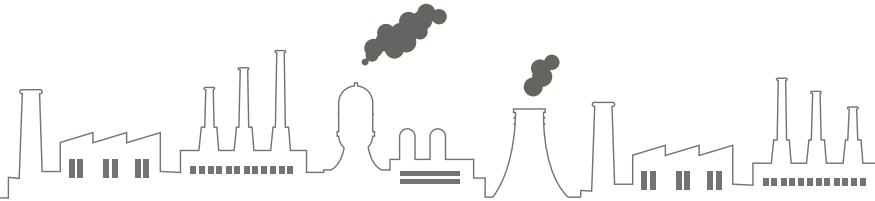


# Service Excellence Solutions for Manufacturing

Real-Time Service Excellence

# The Changing Service Landscape

39% of manufacturers take a "cautious" approach to adopting new technologies.



By 2025 we predict that many manufacturers will get more revenue from services than from product sales

## From Products to Services

70%

of manufacturers will use services as a differentiator like engine builders selling "power by the hour". Manufacturers are switching to usage-based models, known as "servitization". IoT makes it possible.

## A Whole New World

53%

of manufacturers will offer smart products by 2016. In 2015, 43M wearable fitness bands alone will be shipped and that's just one of the many categories of connected products that IoT has enabled.

## Complete Visibility and Control

\$1.5M

of inventory went missing at one steel mill in Illinois. Adopting an inventory tracking solution in its warehouse cut shrinkage and increased worker productivity. It makes it easy to track assets like stock, plant and equipment, both on site and in the field.

## Break-Fix is Broken

22%

Elevator manufacturer Schindler uses IoT to remotely monitor equipment faults and respond-restoring service 22% faster than traditional methods. Condition-based maintenance cuts servicing costs and improves uptime for customers.

## Challenges

- Disparate silos in service delivery lifecycle
- Service operations not optimized, leading to lower workforce productivity & service profitability
- Equipment at multiple distant locations in tough environmental conditions
- Increased product complexity leading to increased time to repair
- Inadequate enablement of technician to execute service tasks
- Usability data, that can improve product quality
- Information at point of interaction, resulting in warranty leakage and lower service contracts

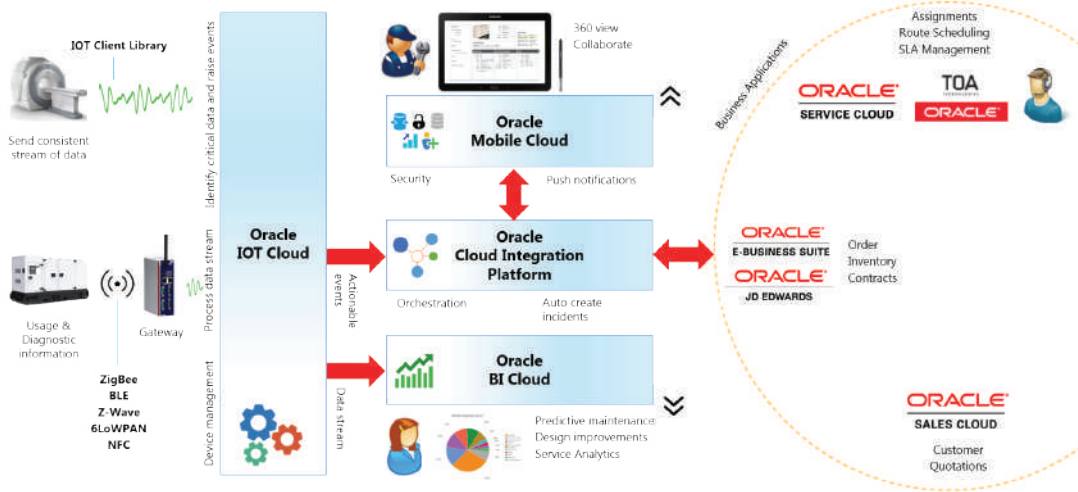
## Challenges

- Intense global competition and strict regulatory mandates squeeze margins, driving the need for new revenue streams, including new service offerings
- OEMs often loan or lease their products, deriving most revenue from usage, service and consumables
- Downtime increases cost of usage quality of care, negatively impacting reimbursement rates for HCPs (customers) under Obamacare
- Connected "smart" devices can stream usage and performance data, enabling transition from calendar-based to data-based service triggers

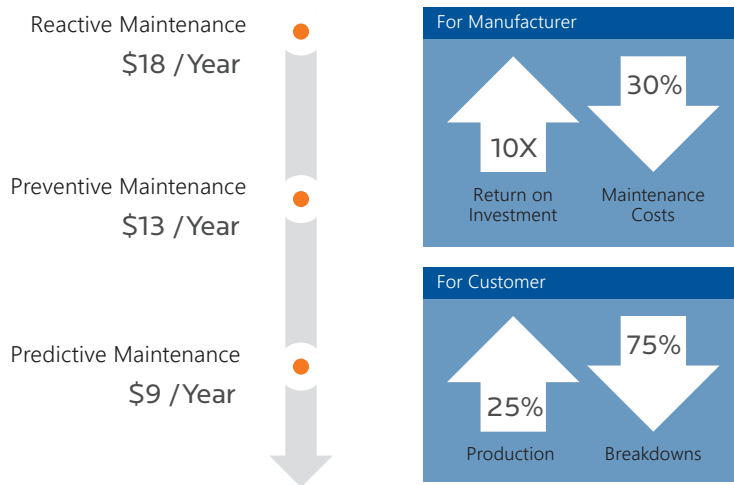
## Real Time Service Excellence



# Solution Architecture



## Moving to Predictive Maintenance Reduces Costs

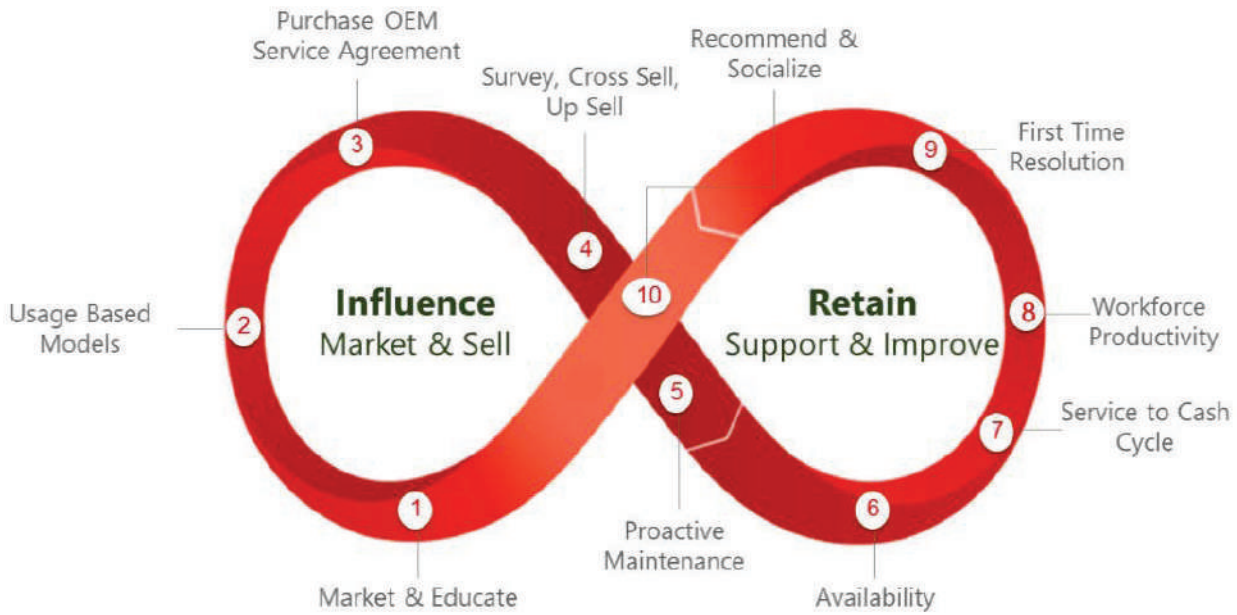


Source: Federal Energy Management Program

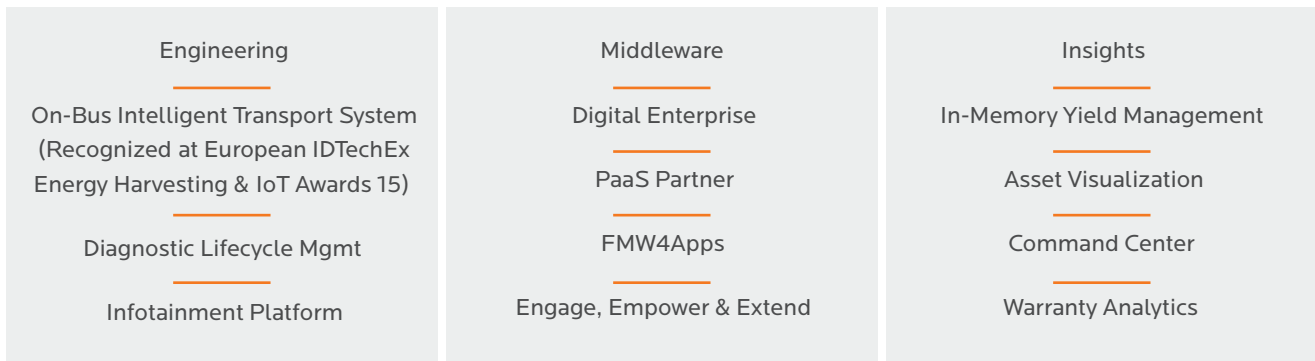
## Solution Benefits



# The Virtuous CYCLE of Service Excellence



## Birlasoft – Bringing Engineering & IT together



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