



Business-friendly Solutions



CONNECTED SERVICES

By ITC Infotech

A proactive service model by ITC Infotech aimed at improving efficiency, profitability & customer satisfaction through optimization and improvements in after market services.



BUSINESS CHALLENGE

With today's fast evolving technology, the way products are designed, manufactured and serviced is transforming. It has become imperative for manufacturing companies to adopt digitization and tap into the aftermarket area for future growth.

McKinsey report states that the EBIT margin from services is 25% compared to the 10% achieved from equipment sales. However, due to the historic cultural focus of the manufacturing industry on products, services tend to take a back seat and work on a reactive model.

Set-backs of a reactive service model are

- **Low first-time fix rate:**
 - 25% of the time, service parts are not available or are wrong
- **Service errors resulting from complex outdated service information**
- **Low field worker productivity:**
 - Technicians struggle to identify the correct technical information and parts
 - 40% of time is spent on looking for information
- **Product Driven Culture:** Traditionally, organizations have focused on developing cultures which focus on faster time to market of their products with services lacking the kind of support and vision that products have garnered. Shifting focus towards services might create internal strife within organizations.
- **Loss for customers due to down time of the equipment**

Strengthening of aftermarket service capabilities has therefore become vital for OEMs to differentiate and maintain competitive edge.

OUR SOLUTION

Connected Services is a “Proactive Service Model” aimed at improving efficiency, profitability and customer satisfaction through seamless digitization of the value chain.

Connected Services enables the services team in the following areas:

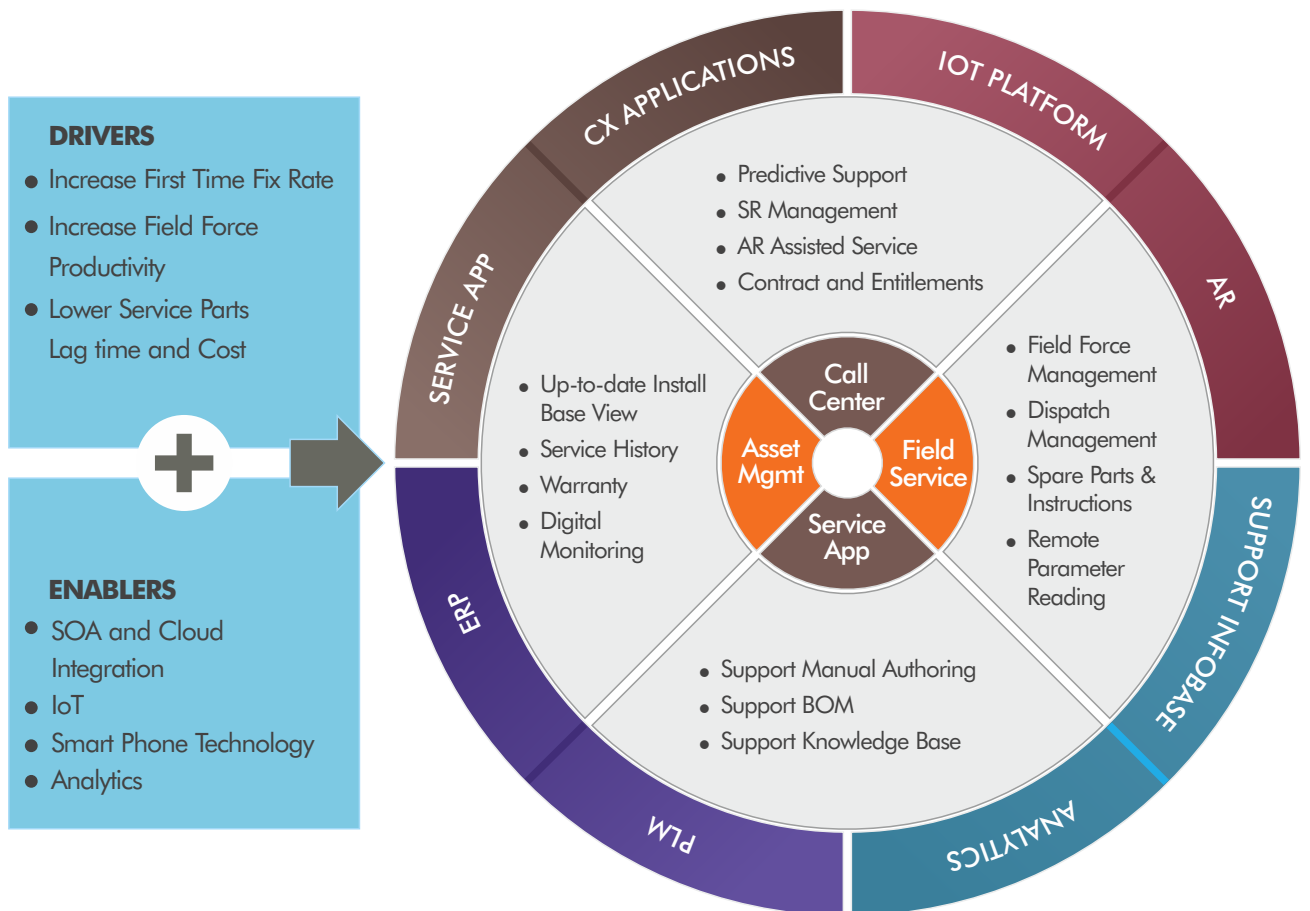
- Automate service incidents based on inputs from IoT enabled equipment
- Dynamic Asset Performance - real time and historical view

- Assisted Service Management: Support context specific service and parts information to Call Center representative
- Work order assignment & scheduling for field service team
- Field Service Execution : Provide context specific product information / instructions
- Context specific Parts & Services information

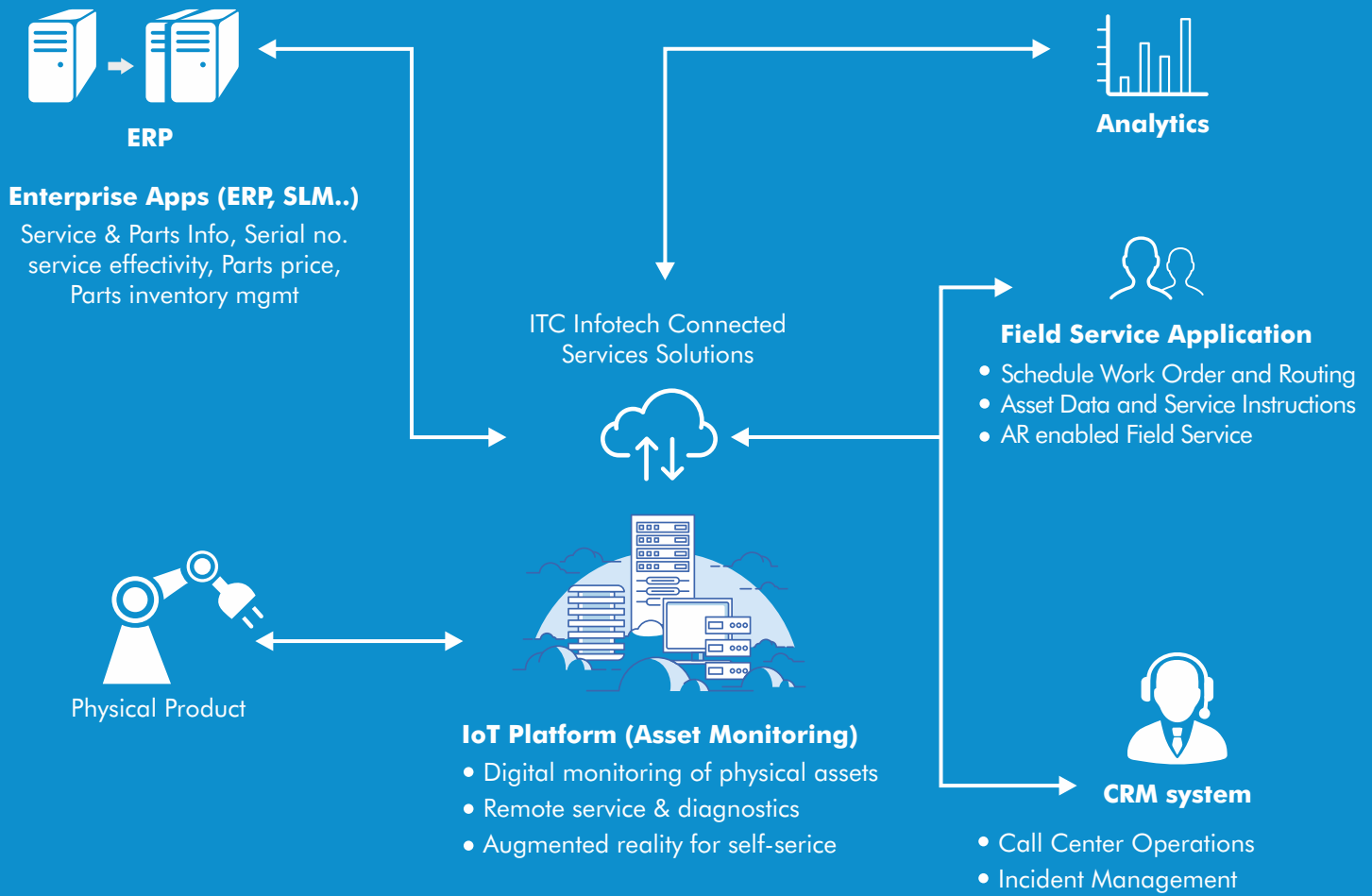
The key features of connected services include:

- Access to equipment specific Service and Parts information
- Remotely access, diagnose and service your equipment
- AR assisted self / field service management

SOLUTION FRAMEWORK



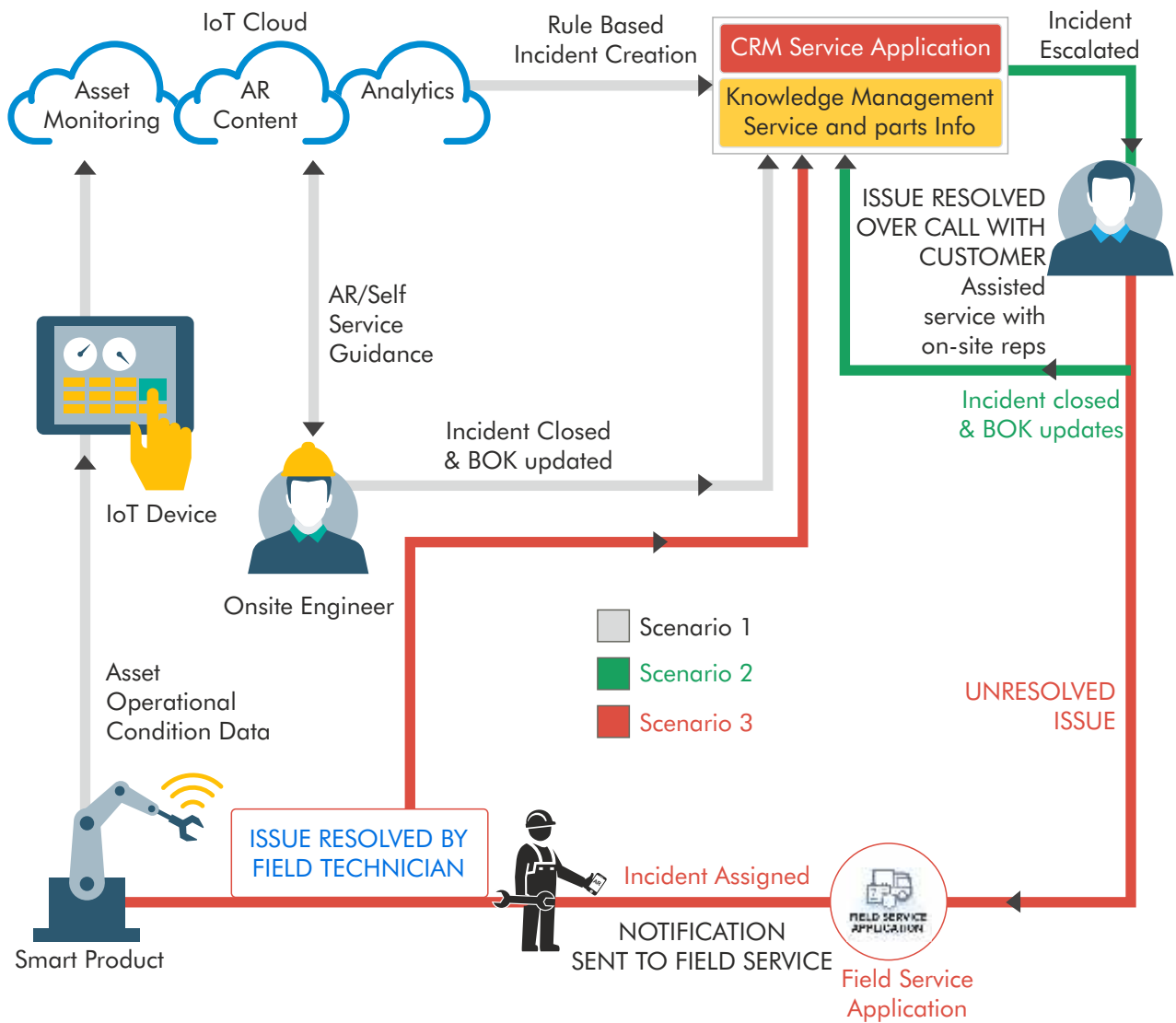
SOLUTION DETAILS



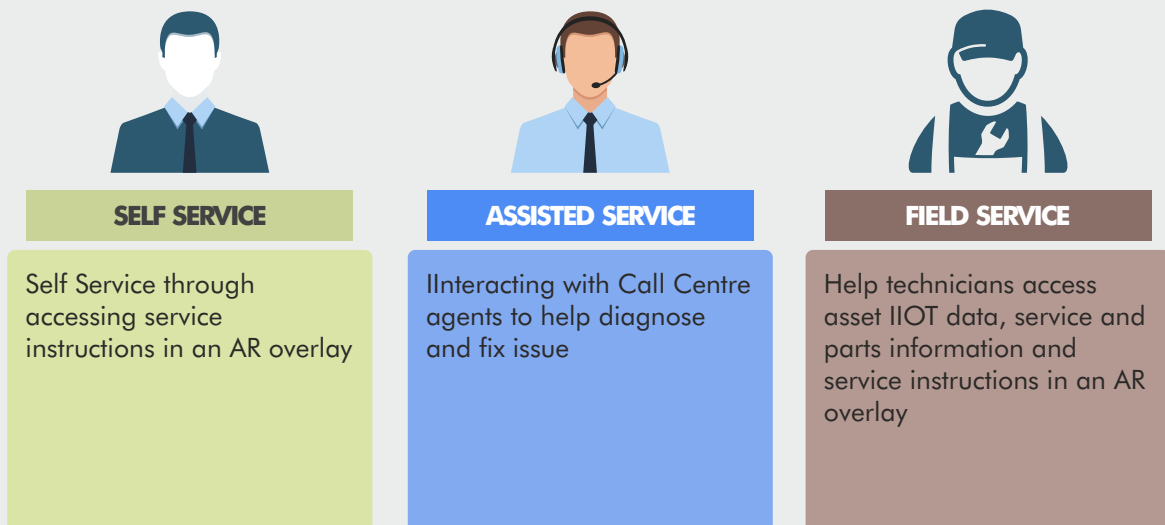
BUSINESS BENEFITS

<p>SERVICE DELIVERY</p> <ul style="list-style-type: none"> • Unified and standard support BOM • Better Spare Parts Planning • Remote Access to equipment • Support Knowledge base • Improved First Time Fix Rate • Better Field Force Utilization 	<p>CUSTOMER EXPERIENCE</p> <ul style="list-style-type: none"> • Improved Time to Service • Improved Visibility • Proactive maintenance • Reduction in break-down rates
<p>OEM AND PARTNERS</p> <ul style="list-style-type: none"> • Improved visibility and transparency • Reduced time to learn 	<p>ORGANIZATION</p> <ul style="list-style-type: none"> • Improved brand image • Improved efficiency and profitability

SERVICE MANAGEMENT WORKFLOW



USE CASES



A SNAPSHOT OF OUR SOLUTION OFFERINGS

Asset Management Solution

Enables proactive management of assets with real time visibility on their movement and health status while maximizing utilization



Remote Equipment Monitoring Solution

Remotely monitor in real time various equipment parameters in a given location.

Check status on. Any anomaly in the parameters will trigger an alert in the system like for example if current exceeds limit and alert will be created. Historical trend analysis of fuel consumption and power generation lead to corrective actions ensuring un interrupted operations and optimal performance.



Cloud Assisted Field Service Solution

Using the solution, the vehicle driver can take basic resolution steps that may not require a visit to service station. Thereby saving cost and time for both vehicle operator (operational cost) and OEM (warranty cost)



AR Assisted Field Service Solution

Remotely monitor in real time various parameters for a specific equipment in a given location. Check status and create automatic alerts to showcase any anomaly in the system. Historical trend analysis for proactive correction.



Self Service:

User is provided with virtual manuals to resolve any faults



If problem persists the engineer is notified and he/ she visits the customer



Field engineer

runs diagnostics using SR, fixes the issue & ticket is closed

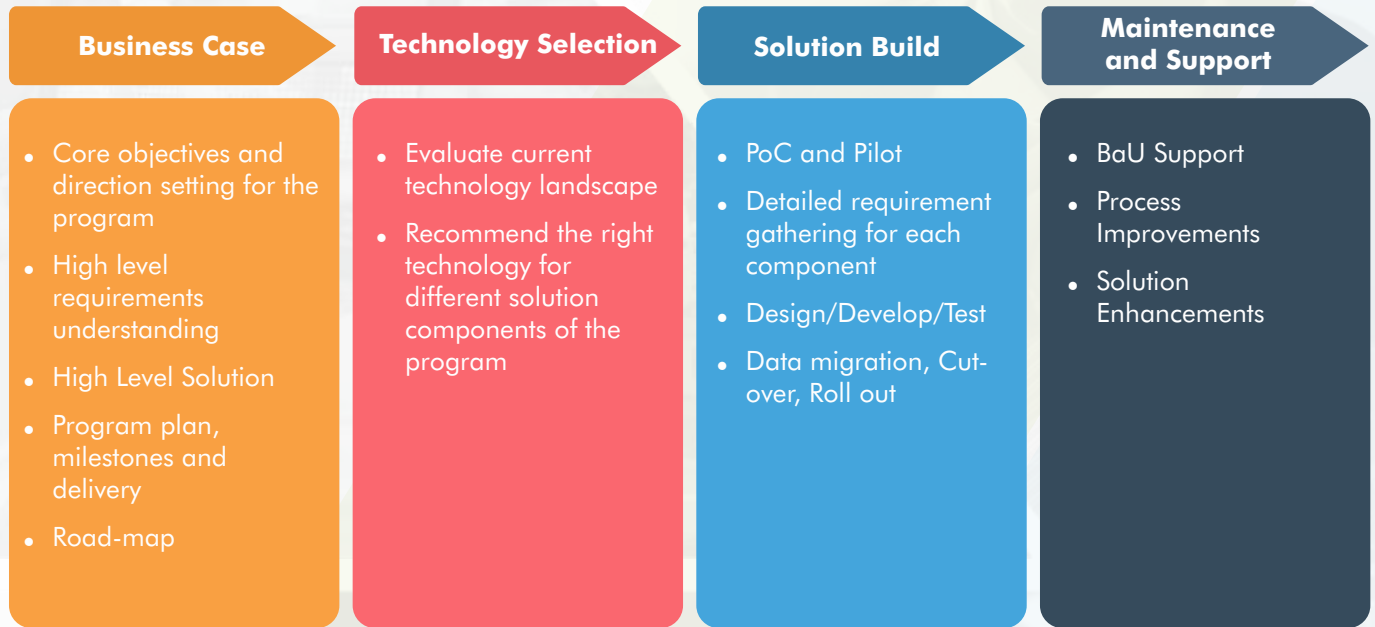


Service Infobase Solution

Streamline delivery of Service content & parts information to Field Services team



RECOMMENDED ENGAGEMENT MODEL



ABOUT ITC INFOTECH

ITC Infotech is a specialized global full service technology solutions provider, led by Business and Technology Consulting. ITC Infotech's Digitaligence@work infuses technology with domain, data, design, and differentiated delivery to significantly enhance experience and efficiency, enabling our clients to differentiate and disrupt their business.

ITC Infotech is a fully owned subsidiary of ITC Ltd, one of India's most admired companies.

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