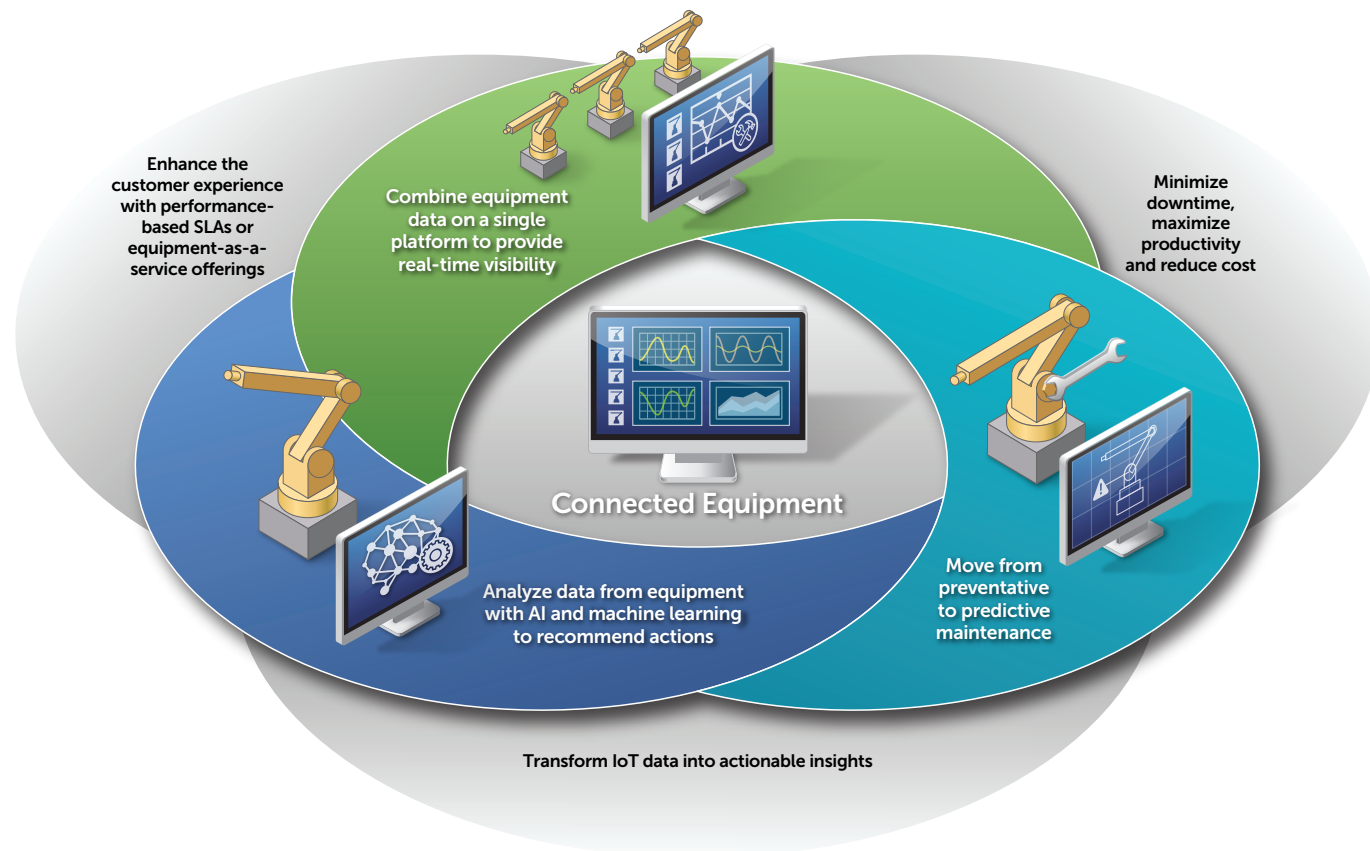


# Connected equipment drives powerful outcomes for original equipment manufacturers

Enhance your value to customers and transform into an outcome-based business with field service connectivity

## Connected Field Service Reduces Costs and Improves Outcomes



### Challenges

Lack of data access and analysis to reduce equipment downtime and improve the customer experience

- Lack of visibility into asset performance makes it difficult to predict equipment failures and increases downtime.
- Limited diagnostic capabilities and low first-time fix rates increase service costs and hamper the ability to act quickly.
- Evolving customer expectations increase pressure to develop and deploy new services.

### Solutions

Unites communication channels to ensure equipment uptime, improve customer experiences and drive better outcomes

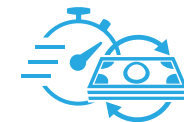
- Unifies equipment communications on a single platform, providing real-time visibility for fast responses to ensure uptime.
- Recommends actions using machine learning and artificial intelligence (AI), solving problems based on internet of things (IoT) data from equipment.
- Allows organizations to move from preventative to predictive maintenance, increase first-time fix rates and reduce maintenance costs.

### Features

Combined communication grants 360-degree visibility to field service and empowers OEMs to make real-time decisions



Simplified data collection through a real-time equipment data feed.



Reduced time to value in setting up an IoT environment.



Applied analytics and data science solutions.

### Business Outcomes

Improve operational efficiencies to reduce costs, enable new revenue streams and boost the bottom line

- Enhances the customer experience while reducing service costs by minimizing downtime, maximizing technician productivity and eliminating unnecessary service calls.
- Enables the organization to offer differentiated services to meet customer needs and capitalize on sales opportunities.
- Ensures long-term profitability and creates new revenue streams with performance-based service-level agreements (SLAs) or equipment-as-a-service offerings.

### Learn More

The Field Service Partner

You Can Rely On >

Manufacturing Industry Solutions >

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# Transform your maintenance model with smart, connected equipment

Enhance your value to customers and transform into an outcome-based business with field service connectivity

## Challenges

An original equipment manufacturer (OEM) needed to unite its multiple sources of equipment communications to gain real-time visibility into equipment health, enable predictive maintenance and provide new revenue streams

- Disparate equipment communications made it difficult for the company to gain visibility into its equipment performance.
- The organization needed to reduce downtime for its customers by proactively monitoring equipment in real time to identify problems before costly failures occurred.
- Facing increased customer expectations and pressure from competitors, the manufacturer wanted to improve its customers' satisfaction, enhance its products and create new outcome-based revenue streams.



The cost of unplanned downtime ranges from **\$10,000 to \$250,000** per hour for industrial plants.<sup>1</sup>

<sup>1</sup> Aberdeen Group, "Asset Performance Management: Blazing a Better Path to Operational Excellence," November 2017.

## Solutions

Hitachi Solutions' Connected Field Service solution provides OEMs with the visibility and data-driven insights they need to increase equipment uptime, enhance customer satisfaction and reduce costs

- The solution integrates real-time IoT feeds, analytics and machine learning from all equipment on a Microsoft Dynamics 365 platform.
- It recommends the actions necessary to solve problems based on data from equipment.
- Using AI and machine learning, it tracks the success of predictions and actions for continuous learning.
- The solution generates 360-degree insights that drive innovation and new revenue streams.



On average, predictive maintenance increases productivity by **25%**, reduces breakdowns by **70%** and lowers maintenance costs by **25%**.<sup>2</sup>

<sup>2</sup> Deloitte, Predictive Maintenance, 2017.

## Features

Hitachi Solutions' Connected Field Service solution connects all equipment communication channels to bring complete, 360-degree visibility to field service. Connected equipment empowers OEMs with IoT capabilities across the value chain

- Sensors and services enable and simplify the process of capturing real-time equipment data.
- Hitachi Solutions IoT Service Hub minimizes the time and complexity of setting up an IoT environment, enabling quicker time to value.
- The Connected Field Service action platform applies advanced analytics and data science solutions and services to transform IoT data into actionable insights.
- The solution manages IoT outcomes that help improve asset uptime with a suite of fully integrated service management solutions.



**20-25%** more work orders are completed with an outcome-based field service model.<sup>3</sup>

<sup>3</sup> "Assessing Field Service Maturity," Nucleus Research, 2018.

## Business Outcomes

Hitachi can help OEMs reduce service costs, drive strong margins and gain a competitive advantage

- Improve equipment uptime to ensure SLAs, increase first-time fix rates and reduce costs.
- Optimize resource management, and gain insights to capitalize on upsell and cross-sell opportunities.
- Differentiate products and services to increase top-line revenue and drive business transformation.



**The Partner You Can Rely On**  
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