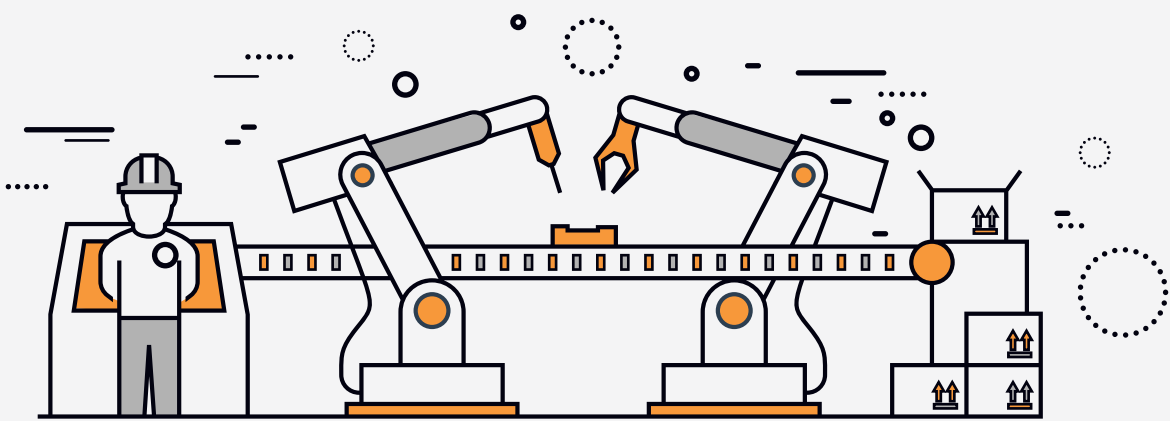


CREATING IoT BASED DATA PLATFORM FOR REMOTE ACCESS AND MONITORING

The client is one of the largest engineering conglomerate



- Different Bus using different means to collect and store data from the devices
- High service cost due to multiple diagnostics and resolution trips.
- Lack of integrated customer view as each device had separate service team.



- Single, seamless data acquisition and data management platform for all BUs.
- New product development using big data techniques.
- Cross-sell and up-sell BU services across different customer segments.
- Open new avenues by exploiting the potential of value-added-services.

Challenges Resolved

How we did it

- HCL used its IoT solution which offers following –
Design, develop, Deploy, Maintain & operate the platform which:
- Supports data collection from the various field devices – different format, communication protocols, update intervals.
 - Supports data management - storage, retrieval, data security, scalability.
 - Supports hosting of the various BU applications that will use the data stored to perform analytics, prepare reports, dashboards.
 - Addresses key requirements of Scalability, Security, Interoperability, Usability & Maintainability.



1 Mn+ Devices across
18000+
customers impacted
by the remote services
platform



15%
Reduced support
cost through a
connected platform

- Augmented customer experience by introducing value added services.
- Enabled minimum upfront investment with pay-as-you-use model.

IoT WoRKS Impact



To knowmore contact us at iotworks@hcl.com