Smart Integrated Operations for aftermarkets

Unlock service offerings across product value chains

Unleashing Smart Product Value Chains:

The recent disruptions in the market have reestablished the predominance of aftermarkets services being offered by manufacturers – reflected by their rising revenue share over the last decade. Industrial equipment and product buyers are rapidly shifting towards an OPEX-centric business model with manufacturing suppliers at the center, concentrating on extending the life of industrial equipment and assets and reaping incremental returns on their investments. With companies firmly immersed in the middle of Industry 4.0, the relationship between the customer and the connected OEM now begins when the smart product is purchased. Aftermarkets services have exploded beyond the traditional MRO services and into the domain of predictive and prescriptive insights leveraging real-time IoT-led insights, remote and guided operations leveraging Extended Reality (XR) technologies and elimination of connected asset downtimes. For manufacturers, the opportunity to unlock value through service outcomes is a possibility to build and nurture connected customer relationships for the future.

This is where the impact of end-to-end visibility driving reliable, connected aftermarkets operations comes to the fore.
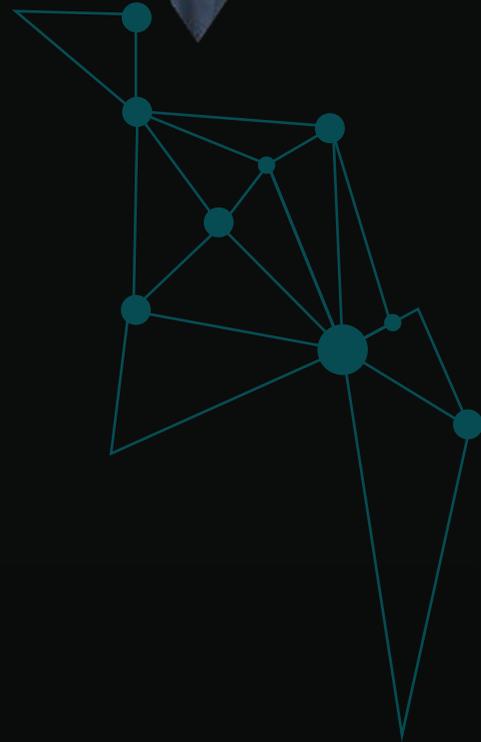
Drivers for Connected Aftermarket Services

Service revenue margins are **2.5x greater** than new product/equipment revenue margins

The adoption of AI, Extended Reality (XR) technologies and connected products at scale is mainstream

Source: Deloitte Research

The emphasis on digital technologies and connected products has **increased 7x in the last 10 years**

The shift to **focus on service outcomes** from product centric business models are transforming customer relationships

About our Offering:

For the manufacturing aftermarkets industry focused on driving powerful service outcomes for their customers, a lack of centralized visibility of operations and connected customer product insights can lead to reactive approaches to support services – leading to increased downtimes. On the other hand, gaining visibility into inventory levels of spare parts, optimizing higher costs involved with field operations and reducing reactive maintenance and repair for a diverse set of customers at varying IoT-adoption levels is another key challenge. A combination of these factors can make it difficult for manufacturers to transition from transactional to pay-per-use business models that can drive sustainable value at scale.

Smart Integrated Operations (SIO) solutions by IoT WoRKS™ ensures seamless and reliable operations at scale for managing IT, Device, Field and Business operations around the customer's connected products – driving powerful service outcomes and reimagining the end user experience. SIO successfully monitors and manages product integration and support operations delivering SLA uptimes consistently – releasing bandwidth for manufacturers to focus on product innovation and unlocking new revenue generation opportunities. SIO enables manufacturers to eliminate downtimes in smart assets through predictive and prescriptive insights, introduce end-to-end visibility into reliable operations at scale – extending the scope of aftermarkets services and building stronger and connected customer experiences and relationships.
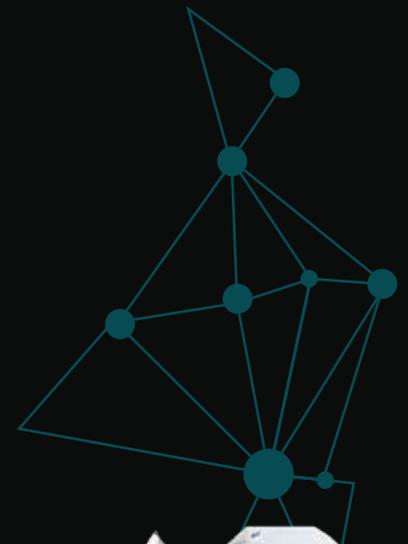
Offering Differentiators:

SIO is a true IoT managed services offering, scalable across various IoT-adoption levels of customers

IoT WoRKS™ demonstrable experience of managing scaled operations

SIO has a Ready-to-Deploy Tech & Process Stack

Offering Features:

- **Unified Asset Health Dashboard:** Delivering key insights into asset health and powering proactive services and support

- **Integration with Inventory Management:** Ensuring effective management of spare parts inventory and unhindered operations and rapid service turnaround times

- **Round-the-clock Helpdesk:** Industry specific 24*7 helpdesk support through AI models

- **Real-time Monitoring:** Ensuring effective and accurate equipment fleet supervision

- **SLA Tracking:** Customer and contract-based SLA tracking and reporting functionalities

- **Cognitive Maintenance:** Utilizing predictive and prescriptive insights to drive intelligent maintenance and repair operations

Offering Benefits:

- **Realize High RoI:** Utilize shared services & tools, leverage AI Ops, and experience high first-time-to-fix success rates

- **Improve Reliability:** Gain better visibility of operations, minimize downtimes, prevent revenue losses and quicken times for first response

- **Transform Customer Experience:** Deliver seamless customer experience via proactive service models and pay-per-use contracts

- **Improve User Experience:** Leverage centralized monitoring hub for seamless monitoring and management, leveraging autonomous operational environment and AI enabled helpdesk

Who we are:

IoT WoRKS™ is a dedicated IoT business unit of HCL Technologies. Our award winning, best-in-class, customer and industry specific, deployment ready solutions co-created with customers, enable them to maximize effectiveness and returns on their asset investments.

Rated as a global leader in IoT consulting & services by top analysts, our solutions, enable IoT-led business transformation through creation of more efficient business processes, new revenue streams and business models that deliver measurable business outcomes.

At HCL we believe that the transformative impact of IoT is realized by IoTizing the 'things', connecting the assets to a data platform and then using the data to derive business insights and taking business
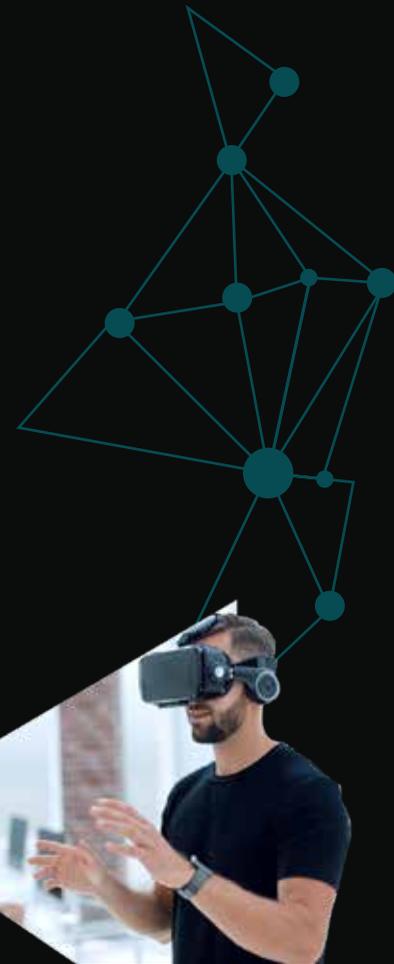
Recognitions, IPs and Accelerators

LEADER
IDC Marketscape, IoT Consulting and Systems Integration Services, 2020
IDC

LEADER
Zinnov Zones for Connected Assets & Connected Logistics, 2019
Zinnov

LEADER
ISG Provider Lens™ for IoT managed services, USA 2019
ISG

LEADER
ISG Provider Lens™ for IoT consulting and services, USA 2019
ISG

LEADER
ISG Provider Lens™ for IoT in Manufacturing, USA 2019
ISG

DDX
Accelerator for device IoT-ization

PANGEA
Data Analytics platform

IDEA GATEWAY
Reference Design for an intelligent device

PLATFORM ACCELERATION SUITE
Build next generation cloud services

IoT WoRKS
by HCL Technologies

iotworks@hcl.com   hcltech.com/IoT   IoT WoRKS™ showcase