Framtidens service och underhåll
Innovation med kunden i centrum

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WHO IS THE SUN, REALLY?
The eco-system of customers and partners
Pervasive impact of IoT in Manufacturing

**Operational excellence**

**Examples of use cases:**
- Production equipment management
- Building management
- Inventory management
- Delivery tracking
- Production of customized products

**Product improvements**

**Examples of use cases:**
- Remote product upgrades
- Remote maintenance
- Data insights for engineering

**New business models**

**Examples of use cases:**
- Pay per use models
- Lease + maintain vs. sell
Connected Factory helps one of the world’s largest automobile manufacturer to improve operational efficiency

*Capgemini* partnered with the IT and manufacturing leads to create future business cases for board level approval as a result of the lessons learned.

All 12 use cases were implemented and the client saw immediate benefits.

*Internal IOT group* was created and knowledge successfully transitioned from Capgemini to the new team.

Machine learning processes were put into place.

*Connected Factory* helps one of the world’s largest automobile manufacturer to improve operational efficiency.
Reduced inspection time: the time for scheduled inspection time of mobile items is drastically reduced.

Predictive maintenance: Prior information of the assets will help in reducing the time spent in maintenance.

A global electricity company considerably reduces its maintenance time by capturing real-time information from reactors.
Big Data Manufacturing Solution Reinforces Efficiency and Competitive Advantage for a Global Metals and Mining Company

Better efficiency of the plant, saving more than $1 million per year for one plant and the first use case addressed (quality, energy consumptions, human operations). Provide the client with a competitive advantage in the market and better positions it to overcome future competition.

Big data environment integrated as an extension of the existing Manufacturing Execution System to provide a seamless transition.
Service 4.0

**Offering**
- Reactive
- Industry-specified, separated
- Standardized, modular
- Experience-based

**Delivery**
- Explicit, manual references
- Remote service centers
- Predefined paths
- Heterogeneous, separated systems

**From**
- Reactive
- Industry-specified, separated
- Standardized, modular
- Experience-based

**To**
- Proactive
- Integrated
- Customized, human-centered
- Data-driven
- Implicit, virtual interfaces
- Seamless, omnichannel
- Dynamic, real-time paths
- Shared, open infrastructures
From a siloed, linear process…

… to an integrated, cyclical process.
Innovation from an outside-in perspective

Leaders use digital to reinvent their relationship with the customer

YOUR CUSTOMER IS DIGITAL

YOUR ECO-SYSTEM IS DIGITAL

YOUR FUTURE IS DIGITAL
1 YOUR CUSTOMER IS DIGITAL

- Engage on their terms
  - Social media
  - Proactive interaction
  - Personal response
  - Increase awareness

- Build loyalty
  - Connected products
  - Digital business models
  - Eco-system leverage

- Enrich CX with data
  - Real-time informed
  - Empowered
  - Delivery on promise

- Customize
  - Individualistic view
  - Private experiences sets business expectations
2 YOUR ECO-SYSTEM IS DIGITAL

- Escape fixed production lines
  - Smart factories
  - Reconfiguration on the fly

- Shift from prediction to action
  - Resource planning
  - Procurement
  - Field service

- Reinvent the use of data
  - Service 4.0
  - Sharing/selling to stakeholders
  - Digital twin
YOUR **FUTURE** IS DIGITAL

**Customer-led improvements**
- Customer focused workflows
- Enabled by digital
- Value streams

**Insights-driven enterprise**
- Petabytes of data
- Customer knowledge
- As-a-service business models

**Speed-enabling collaboration**
- Shortened design processes
- Co-creation
- Time-to-market

**Customer-centric systems and organizations**
- Shared view of the customer
- Customer-outcome aligned KPI’s
- Outside-in approach
WHO IS THE SUN, AGAIN?
Thanks!

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