Framtidens service och underhåll
Innovation med kunden i centrum

Essy Dahlin
Digital Advisory Services
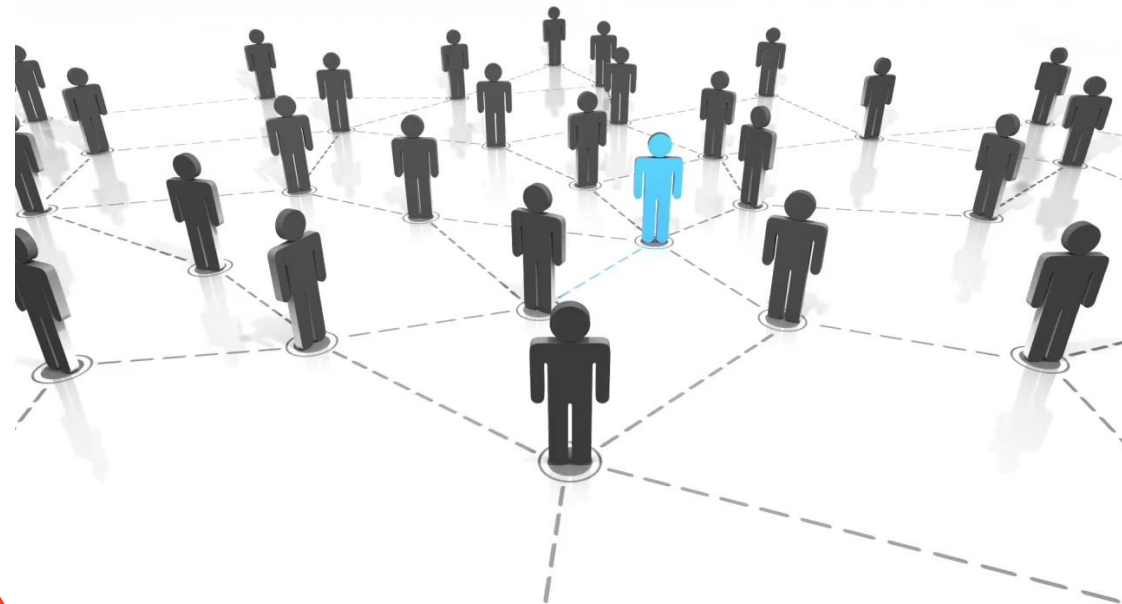
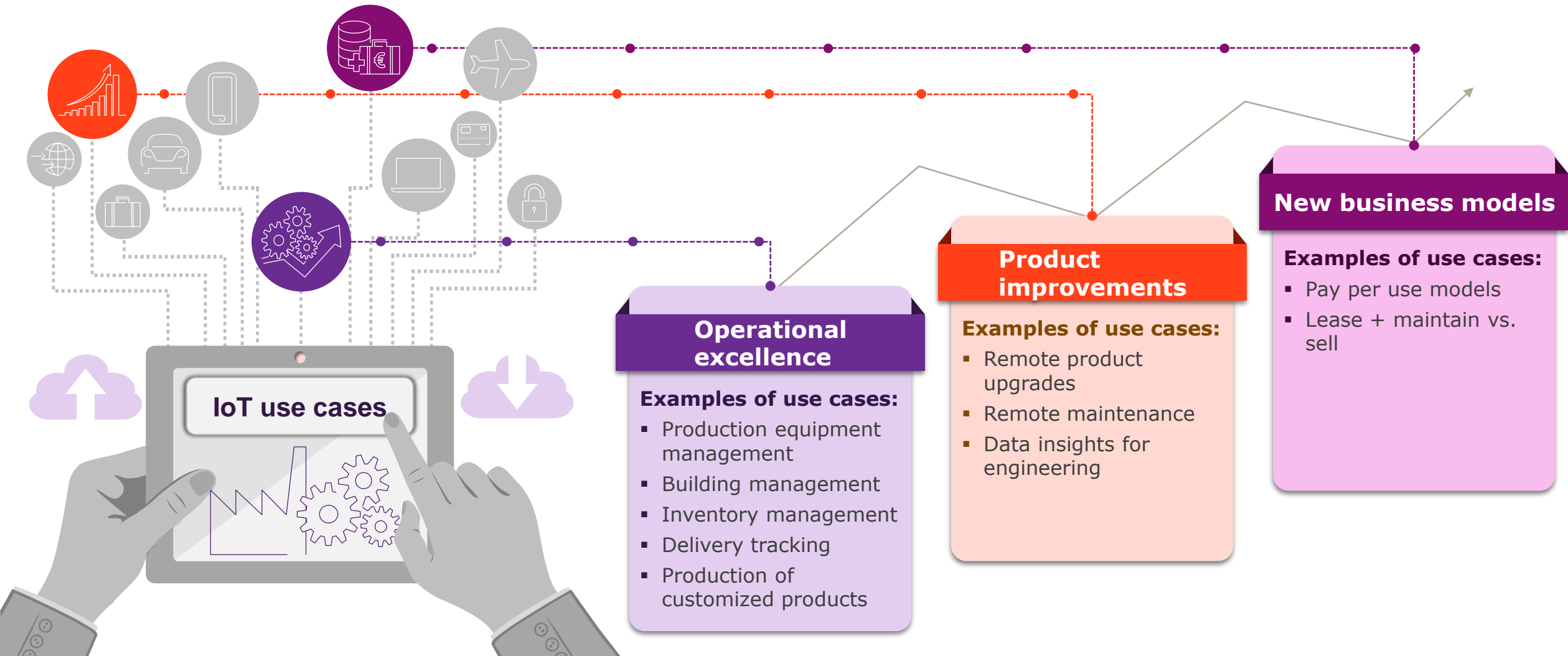SOGETI

WHO IS THE SUN, REALLY?

The eco-system of customers and partners

Pervasive impact of IoT in Manufacturing

IoT use cases

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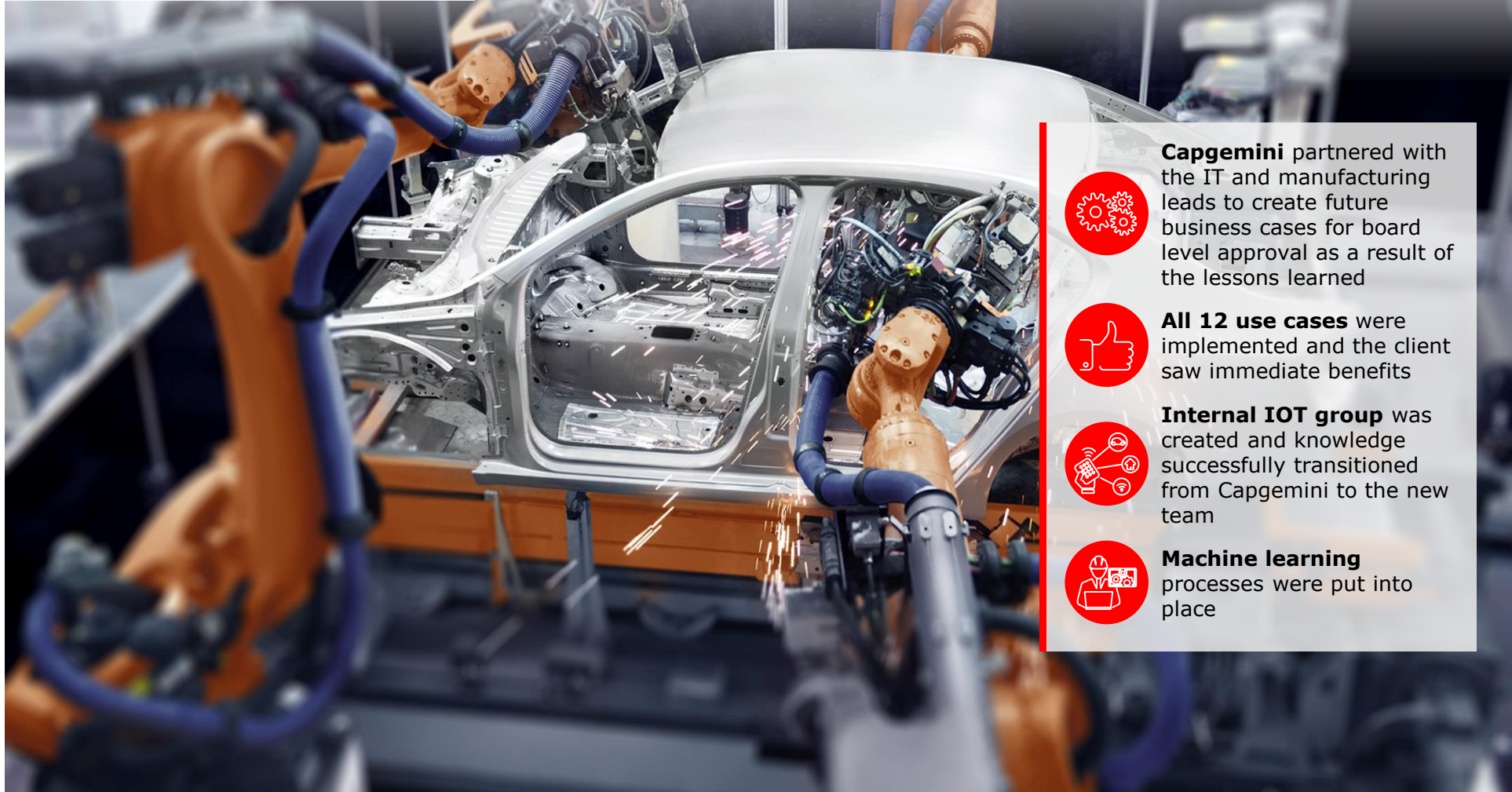
Capgemini partnered with the IT and manufacturing leads to create future business cases for board level approval as a result of the lessons learned

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

A global electricity company considerably reduces its maintenance time by capturing real time information from reactors

Reduced inspection time: the time for scheduled inspection time of mobile items is drastically reduced

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

Big Data Manufacturing Solution Reinforces Efficiency and Competitive Advantage for a Global Metals and Mining Company
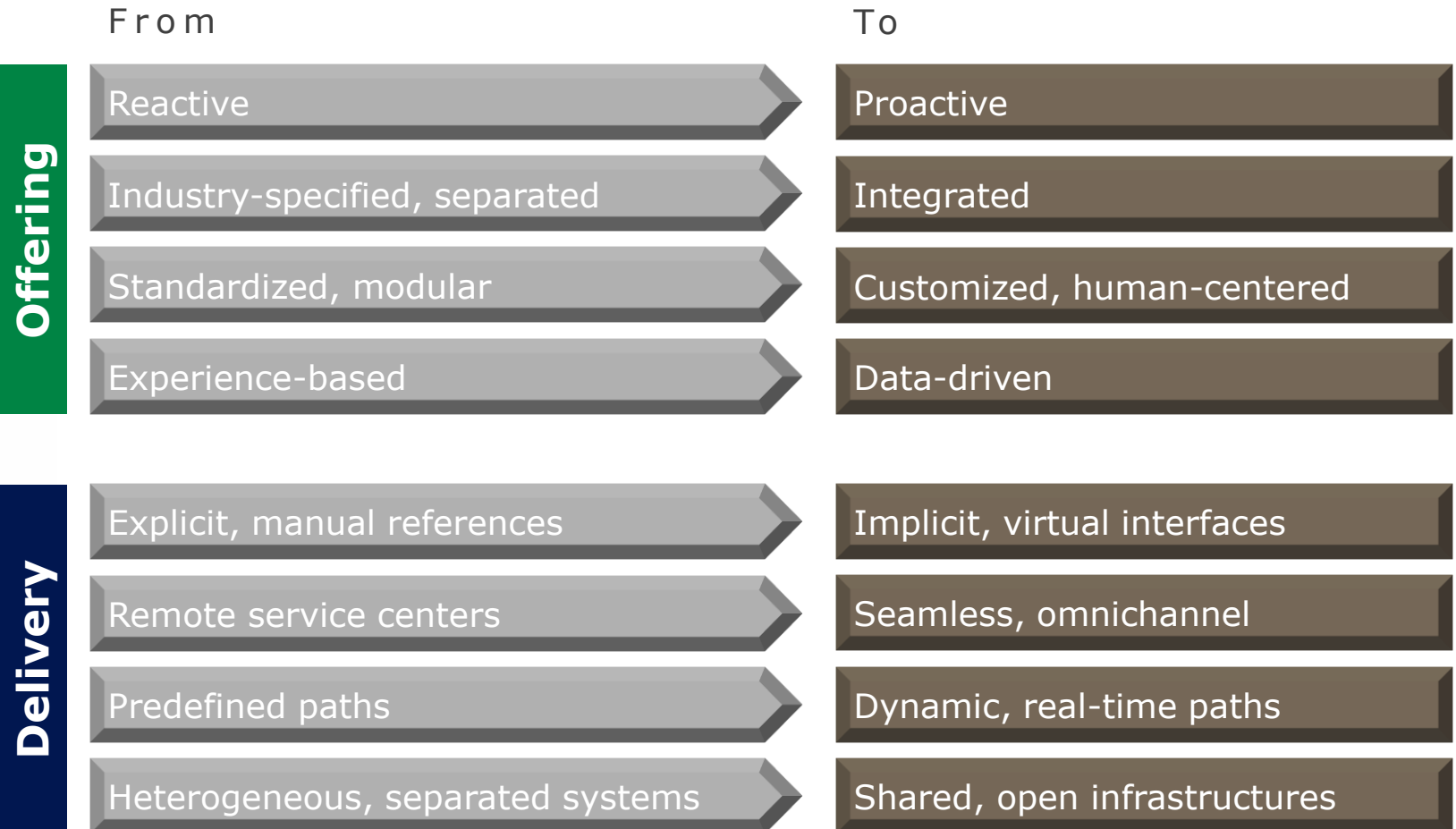
Better efficiency of the plant, saving more than $1 million per year for one plant and the first use case addressed (quality, energy consumptions, human operations).
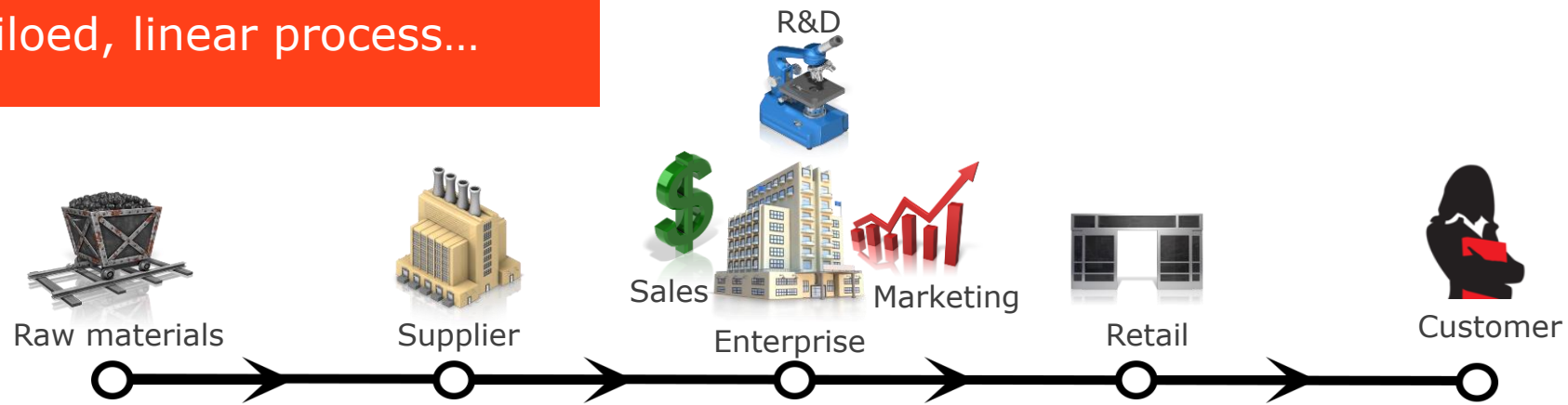
Provide the client with a competitive advantage in the market and better positions it to overcome future competition.
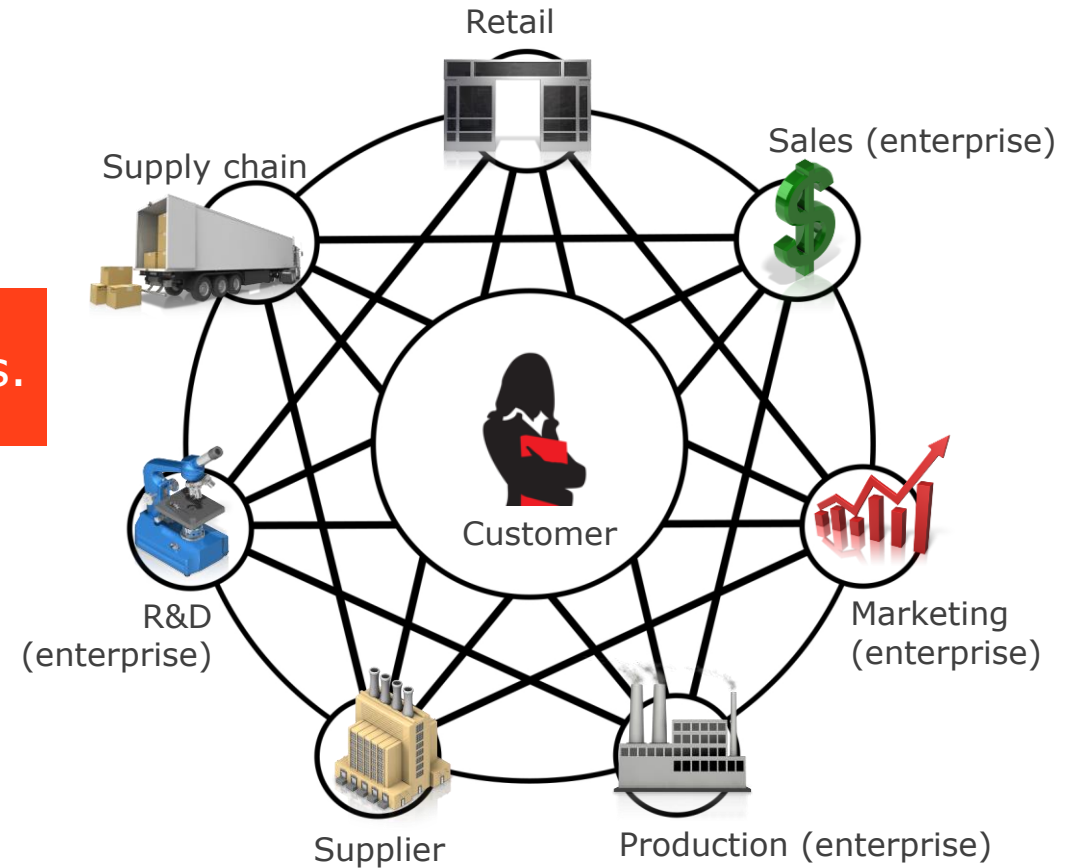
Big data environment integrated as an extension of the existing Manufacturing Execution System to provide a seamless transition.
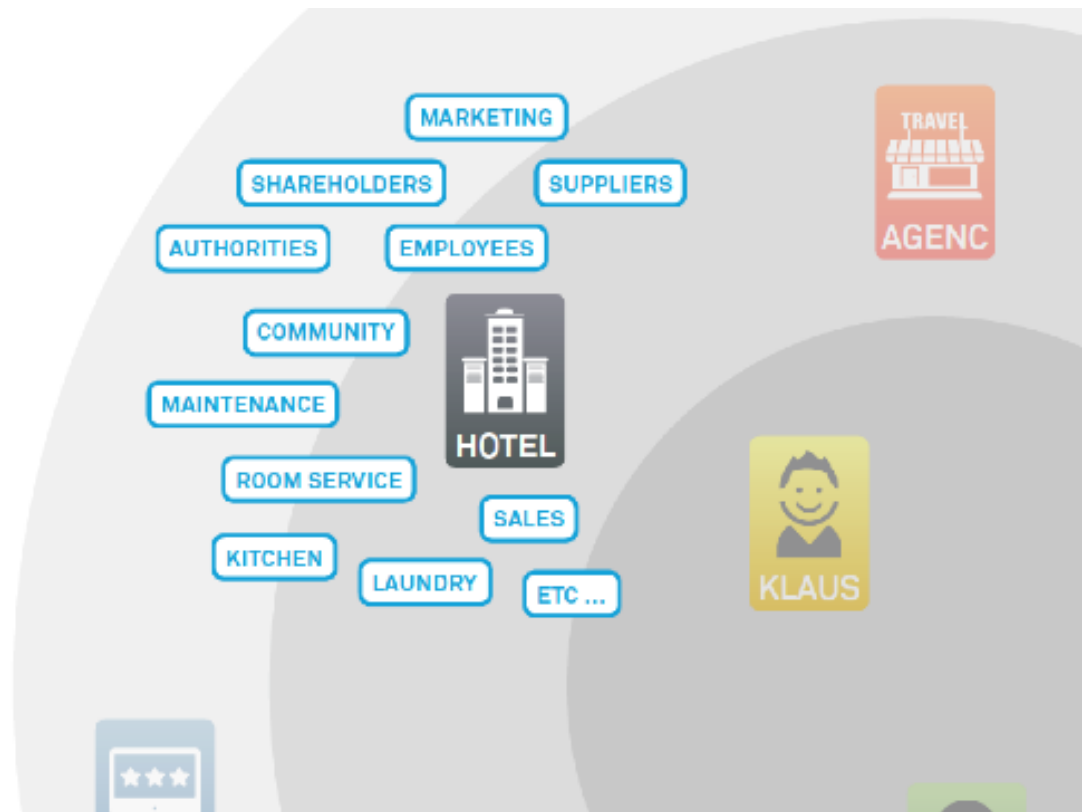
Service 4.0

	From	To
Offering	Reactive	Proactive
	Industry-specified, separated	Integrated
	Standardized, modular	Customized, human-centered
	Experience-based	Data-driven
Delivery	Explicit, manual references	Implicit, virtual interfaces
	Remote service centers	Seamless, omnichannel
	Predefined paths	Dynamic, real-time paths
	Heterogeneous, separated systems	Shared, open infrastructures

SOGETI

From a siloed, linear process…

R&D

Sales
Marketing
Raw materials — Supplier — Enterprise — Retail — Customer

… to an integrated, cyclical process.

Retail
Supply chain
Sales (enterprise)
Customer
R&D (enterprise)
Marketing (enterprise)
Supplier
Production (enterprise)

SOGETI

Post-service period

PRE-SERVICE PERIOD   SERVICE PERIOD

TRAVEL AGENC
TRANS
HOTEL
KLAUS
AIRLIN
REV
JAKE
DIVING
REST
A   B   C

MARKETING
SHAREHOLDERS   SUPPLIERS
AUTHORITIES   EMPLOYEES
COMMUNITY
MAINTENANCE
HOTEL
ROOM SERVICE
SALES
KITCHEN
LAUNDRY   ETC ...
TRAVEL AGENC
KLAUS

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

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 stake holders
- Digital twin

3 YOUR *FUTURE* IS DIGITAL

Customer-led improvements

- Customer focused work-flows
- Enabled by digital
- Value streams

Insights-driven enterprise

- Petabytes of data
- Customer knowledge
- As-a-service business models

Speed-enabling collaboration

- Shortened design processes
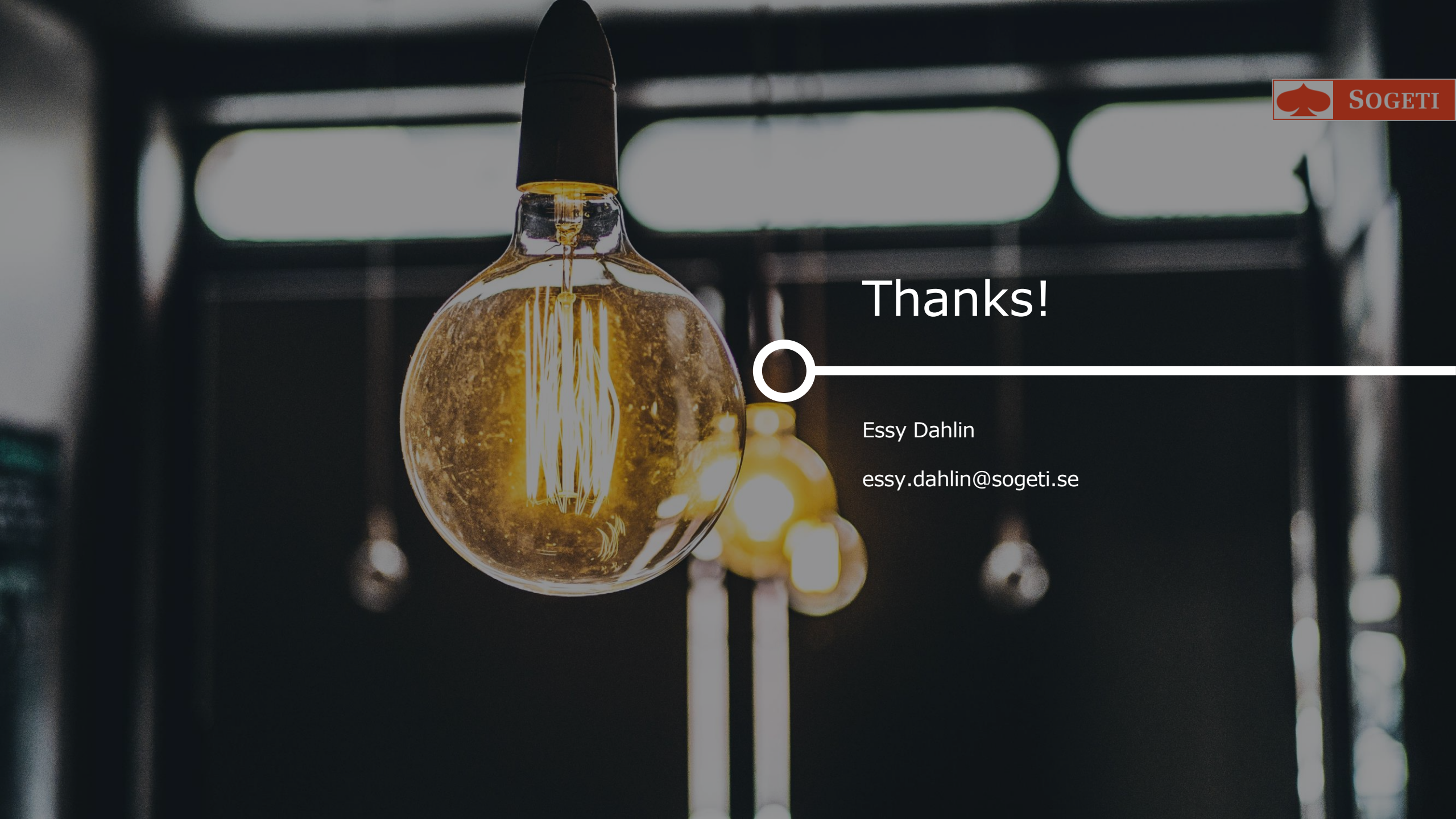- Co-creation
- Time-to-market

Customer-centric systems and organizations

- Shared view of the customer
- Customer-outcome aligned KPI's
- Outside-in approach

WHO IS THE SUN, AGAIN?

Thanks!

Essy Dahlin

essy.dahlin@sogeti.se

SOGETI