



CONNECTED SERVICE EXPERIENCE

Insight to Action: Mining the Business Value of IoT



AN INTELLIGENT SOLUTION THAT ANALYSES AN ENTERPRISE'S IOT DATA, TO MAKE REAL-TIME DECISIONS AND AUTOMATES WORKFLOWS TO EXECUTE THE NEXT BEST ACTION, THAT HELPS IN IMPROVING CUSTOMER EXPERIENCE

INDUSTRY CHALLENGES

- IoT/IoE sensors and controllers tend to be point-to-point and are functionally silo-ed.
- Companies now possess too much data from these sources, that offer little to no value by themselves.
- Companies suffer from inefficient work process, communications, lack of Intelligent orchestration and automation.
- A need to process large amounts of data collected by connected devices and use it to provide the right action to the right stakeholder at the right time.

CONNECTED SERVICE EXPERIENCE: SOLUTION OVERVIEW

The Connected Service Experience solution, developed by Tech Mahindra enables enterprises to merge connected devices with

end-to-end business processes. The business value of this solution lies in harnessing the power of IoT through the seamless and real-time orchestration and collaboration of sensor data and workflows involving connected devices and people.

The solution built on the Pega® 7 Platform delivers:

- **Actionable insights:** Using Pega workflows and predictive analytics, it provides actionable insights to all the related stakeholders, thereby gaining maximum operational efficiency.
- Automated workflows based on the Next Best Action required to complete the process end to end.

USE CASE OF A 'CONNECTED SERVICE EXPERIENCE' SOLUTION

The screenshot displays a service management dashboard for ACME. The main content area is titled 'Agent View' and shows a 'Service Event Case' for a 'Service Triaged' issue. The diagnostic details indicate a 'Problem Code P0217' with the description: 'The engine is or was overheating and should be turned off as soon as possible'. A weather widget for Sant Boi de Llobregat, SP shows a temperature of 58.8°F and 'Mostly Cloudy' conditions. A map shows the vehicle location in Sant Boi de Llobregat, SP. The 'Recommended Solutions' section lists three solutions with their respective priorities and probabilities:

Priority	Probability	Solution Code
1	0.82	Start by checking the coolant level ON A COLD ENGINE. It's never a good idea to check the coolant on a hot or overheated engine. Also, putting cold water in an overheated, empty cooling system causes thermal shock and isn't a good idea.
2	0.78	If you find your cooling system is low on coolant and you have a P0217 stored, inspect the system for leaks and repair as necessary. Then change the thermostat (see note below) and after refilling the cooling system, restart the engine and verify it isn't overheating. Be aware that it's possible for an overheated engine to expel the coolant out of the radiator cap to protect the cooling system from over-pressurization. If you can't locate a leak, this may be the reason.
3	0.75	Follow the steps below to check the performance of the cooling system. If the coolant level is normal, check the radiator and A/C condenser for any type of restriction that could impede airflow. This step may require removing the radiator and visually inspecting it outside of the vehicle. Check in between the radiator and the condenser for restriction or debris. Make sure all the plastic panels that direct airflow into the radiator are in place. If you have access to a scan tool, check the cooling fans for operation or abnormal noise indicating a bearing failure. Look down into the radiator tank (if possible) and observe the condition. Is there a lot of

The 'Recommended parts to be replaced' section lists the following parts:

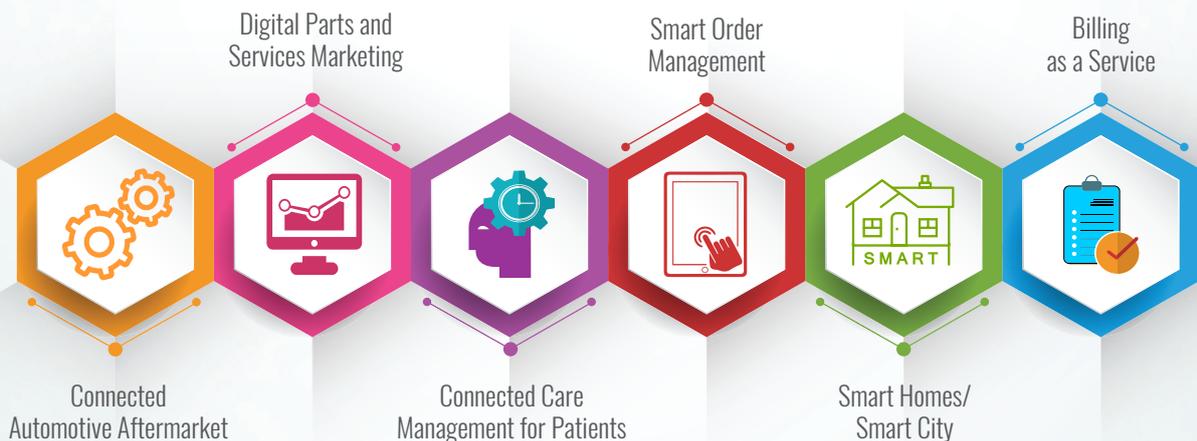
- ECT (Engine Coolant Temperature) sensor (Part No. WT3000P)
- Electric fuse (Part No. 85989)
- Fan clutch (Part No. 215156)
- Thermostat (Part No. 45359)

The 'Warranty details' section shows a table with the following information:

Warranty type	Description	Mileage limit	Effective date	Expiration date	Responding	Active
BASIC	30 Month or 30,000 Miles	30000	10/04/2012	10/12/2015		
ESP1	60 Month or 60,000 Miles	60000	10/04/2012	10/04/2017		

One of the stellar applications of the Connected Service Experience solution involves using IoT data for the preventive maintenance and repair thereof, of automobiles. The tool here has detected an impending issue- an overheated engine, and used predictive analytics to allocate the top 3 probable causes for the issue (including a view on the probability of its occurrence). Along with indicating the location of the event, it also displays the warranty details of the customer, based on which he may choose to book an appointment with the appropriate field service engineer in the area who is trained to handle this issue. The engineer can choose to accept or reject the job on his mobile app, which will then proceed to give him information on the tools he would require and the billing details (in case of partial warranty). He then drives to the location of event, where he finishes the job and signs on it. A feedback form gets automatically generated for the customer to fill in, based on which an NPS score is computed, thereby allowing an unparalleled customer experience.

INDUSTRY OFFERINGS OF THE CONNECTED SERVICE EXPERIENCE



SOLUTION HIGHLIGHTS

- Predictive and adaptive analytics, and decisioning.
- Enterprises can apply this technology to all aspects of manufacturing, including aftermarket, field service, maintenance, marketing, and subscription and knowledge management.
- Intelligent orchestration and automation of workflows
- Minimized operational cost

FORMERLY VIEWED AS A COST CENTER, AFTERMARKET SERVICES NOW DRIVE REVENUE



Improved NPS drives increased sales



New cross-sell & up-sell opportunities



New premium priced enhanced service plans



Quickly identify new market opportunities



Increase # of extended service contracts



Tech improves employee satisfaction & retention

ABOUT TECH MAHINDRA

Tech Mahindra represents the connected world, offering innovative and customer-centric information technology experiences, enabling Enterprises, Associates and the Society to Rise™. We are a USD 4.2 billion company with 117,000+ professionals across 90 countries, helping over 825 global customers including Fortune 500 companies. Our convergent, digital, design experiences, innovation platforms and reusable assets connect across a number of technologies to deliver tangible business value and experiences to our stakeholders.

Tech Mahindra is amongst the Fab 50 companies in Asia (Forbes 2016 list) www.techmahindra.com

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ABOUT PEGASYSTEMS

Pegasystems Inc. is a leader in software that streamlines business and enhances customer engagement in Global 3000 organizations. With more than 30 years of proven innovation, Pega seamlessly connects organizations with their customers across multiple channels in real time using market-leading CRM, advanced artificial intelligence, and powerful automation. Pega's adaptive, cloud-architected applications – built on its unified Pega® Platform – empower people with comprehensive visual tools to easily extend and change applications to meet strategic business needs. www.pegasystems.com



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