

TCS Connected Equipment Offering

HiTech



With the increasing availability of digital technologies, ubiquitous connectivity and proliferation of advanced analytics, equipment after-sales functions are likely to undergo a major change. Services and spare parts revenues today represent an average of more than 25 percent of the total business for Hi Tech manufacturers. Manufacturers will increasingly use service as a competitive differentiator to grow revenues and profitability through service-led innovations and value-added analytics that can potentially be linked to equipment data. Among the manufacturers' business functions, the largest impact of digital and Internet-of-Things (IoT) technologies are likely to be on those processes that directly impact customer satisfaction and lower the total cost of ownership (TCO) for customers.

Tata Consultancy Services' (TCS) Connected Equipment offering helps equipment manufacturers increase after-sales support revenues and improve margins through services that enhance the productivity of their equipment in the field. This is achieved by a combination of business process improvement and smart technology deployment.

Overview

Equipment manufacturers face several challenges in unlocking the true potential of their installed base, resulting in stagnant revenues or reduced profitability. Pressing concerns include low coverage of contracts, non-optimized maintenance schedules, ill-equipped field service personnel, high spare parts inventory levels and lack of integration with enterprise systems. They also lack a unified view of equipment configuration and lifecycle changes.

TCS' Connected Equipment offering leverages a robust foundational technology infrastructure along with extensive knowledge of after-sales business processes for improving service and support functions in Hi Tech manufacturing companies. The offering is enhanced by sensor-data based platforms to acquire and analyze data from globally installed equipment base. The offering also enables a phased approach to achieve business objectives using historical data for short term improvements, as well as a long term approach to include forward looking analytics and insights, which can be fed into planning and scheduling processes. The offering helps improve the integration of data from connected equipment with enterprise systems and processes. Cloud, Mobility and Big Data are leveraged as foundational elements from a scalability, global accessibility and collaboration point of view.

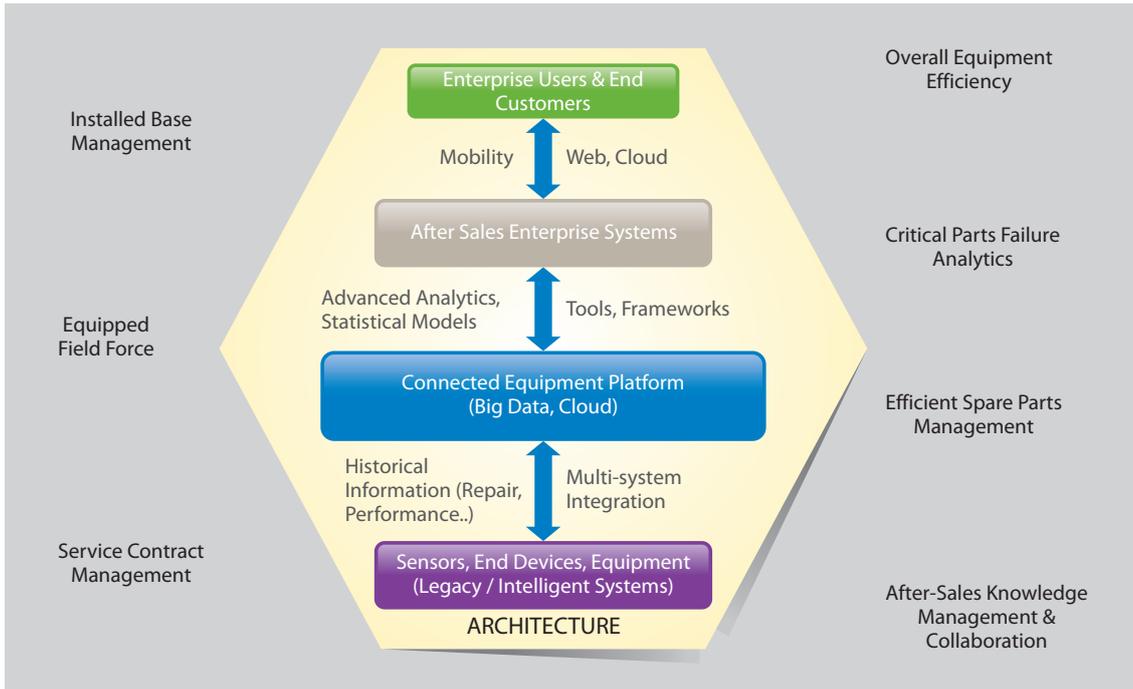
Our offerings

Our offering leverages a holistic platform-based approach to smarter after-sales service and support. It enables innovative use of Smart Technologies and Advanced Analytics to enhance customer interaction beyond remote connectivity solutions to reimagine various functions of after-sales service and support. You can draw upon the offering to improve the foundation blocks of the installed base such as equipment IDs, configuration, policies, and firmware updates. It supports heterogeneous protocols and devices connectivity, and can provide a 360 degree view of deployed equipment with insights into their condition, services, revenues, service interventions, spare parts and consumables. This enables improved visibility and decision-making across contract management, spare parts, field force scheduling, predictive maintenance, installed base and domain knowledge management.

Benefits

The offering provides the following key benefits:

Augmented analytics: Improves granular level data and helps in better prediction of future performance based on past trends and co-relation of equipment and enterprise data. Enables advanced and predictive analytics and plays a central role in after-sales transformations, strengthening and improving the decision making process.



Enhanced management of installed base: Reduces equipment downtime and increase availability. It further optimizes maintenance schedules and spare parts inventory, thereby reducing the TCO for equipment maintenance and management.

Improved customer satisfaction: Enhances customer interaction and experience by leveraging smart technologies, and enabling active remote monitoring and real time analytics. It also improves business support and field service, as well as facilitates innovative customer services, such as on-demand business models.

Improved top line: Helps launch new services for after sales support, as well as unlocks additional revenue from existing installed base, thereby increasing overall revenue and profitability.

The TCS Advantage

Some of the unique advantages of leveraging our offering include:

Sensor data analytics platform: Our solution accelerators for sensor-based applications, including TCS Connected Universe Platform and Sensor Data Analytics Platforms enable you to improve efficiencies, conduct early proof-of-concepts and reduce deployment time.

Technology expertise: We provide a combination of smart technologies and expertise in IoT, cloud, Big Data, predictive analytics, mobility, embedded systems and connected devices, with a special focus on machine learning, modeling, forecasting analytics and simulation techniques. Our focused digital enterprise Centre of Excellence together with our industry expertise helps us support achievable digital reimagining of key after-sales functions.

Domain knowledge: We are uniquely positioned because of our extensive experience of being a domain and IT partner for semiconductor, consumer electronics, industrial automation and computer platforms customers. Our system integration expertise is further complemented by rich experience in after-sales business processes for the Hi Tech and Manufacturing industries

Alliance ecosystem: Our close partnership with major vendors in the IoT and digital technologies domains including hardware and module manufacturers, niche software players, semiconductor design firms, IoT platform providers, and enterprise system companies, enable us to facilitate green field deployment, as well as legacy system enablement for equipment manufacturers.

Contact

To know more about TTCS Connected Equipment Offering, contact
HiTech.Marketing@tcs.com

About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development. A part of the Tata Group, India's largest industrial conglomerate, TCS has a global footprint and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

For more information, visit us at **www.tcs.com**

IT Services Business Solutions Consulting

All content / information present here is the exclusive property of Tata Consultancy Services Limited (TCS). The content / information contained here is correct at the time of publishing. No material from here may be copied, modified, reproduced, republished, uploaded, transmitted, posted or distributed in any form without prior written permission from TCS. Unauthorized use of the content / information appearing here may violate copyright, trademark and other applicable laws, and could result in criminal or civil penalties.

Copyright © 2014 Tata Consultancy Services Limited