Case Study

Predictive Technology Improves Maintenance Service of Leading Elevator Company
Client
The client is a market leader in developing, manufacturing and marketing elevators, escalators, moving walkways and related equipment. It is world’s largest manufacturer of vertical transportation systems.

Challenges
With the advent of digital technologies, the client planned to re-define the AMC business model to elevate user experience. The objectives of the digital service were:

- Transparent view of service
- Proactive real-time communication
- Predictive insights to reduce shutdowns

LTI Solution

• Developed scalable Condition Based Maintenance Data Pipeline Factory to support 100+ countries’ Sensor Data.
• Leveraged Mosaic platform & Cloud to process and analyze sensor data for predictive maintenance.
• Predictive Maintenance for all assets and ML-based Failure Patterns recognition.
• Provided capability to derive meaningful insights based on data collected from sensors, to identify and possibly prevent potential failures, optimize the maintenance roster and enable auto-work orders.

Business Benefits

• Pre-emptive maintenance and upgrades to eliminate unexpected breakdowns
• 42% reduction in overall execution time, improving customer experience and preventing failures
• Data preparation time reduced from weeks to one hour