




Let's Solve

 A Larsen & Toubro
Group Company



Case study

Re-defined Service Business Model for Global Elevator Manufacturer

Client

The client develops, manufactures and markets elevators, escalators, moving walkways and related equipment.

LTI has been a prominent partner with the client over the years in conceptualizing and executing its digital journey.

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 transformation were to provide disruptive solution through asset visibility, proactive real-time monitoring and predictive insights to reduce shutdowns.

LTI Solution

LTI addressed the need for a disruptive business model with connected elevator solution. The solution started with monitoring real-time status of the unit and entailed to provide data insights and complete visibility of elevator portfolio.

- Enabled active monitoring of each elevator unit connecting elevator controller & sensors.
- Leveraged LTI's secured device connectivity & data aggregation solution, Mosaic platform and Microsoft Azure for data ingestion and stream analytics.
- Developed elevator diagnostics tool for faster response time, more informed decisions and stronger relationship with the end customer.
- DevOps to ensure faster product release cycle.
- Next-gen features like touchless elevator, trapped passenger detection, real-time voice & video interaction with passenger.
- A 360-degree real time view of multi geography portfolio of connected elevators.

Business Benefits

Enterprise monitoring platform for **30,000+** connected elevators

Reduced downtime of the elevators by **10-20%**

10% cost saving in the service call reduction

Improved technician productivity

Reduced call back

LTI (NSE: LTI) is a global technology consulting and digital solutions Company helping more than 400 clients succeed in a converging world. With operations in 31 countries, we go the extra mile for our clients and accelerate their digital transformation with LTI's Mosaic platform enabling their mobile, social, analytics, IoT and cloud journeys. Founded in 1997 as a subsidiary of Larsen & Toubro Limited, our unique heritage gives us unrivalled real-world expertise to solve the most complex challenges of enterprises across all industries. Each day, our team of more than 30,000 LTItes enable our clients to improve the effectiveness of their business and technology operations and deliver value to their customers, employees and shareholders. Find more at <http://www.Ltinfotech.com> or follow us at @LTI_Global.

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