



Let's Solve



A Larsen & Toubro
Group Company



Case Study

Re-Imagining After-Sales Service Experience leveraging Industry 4.0 for a Leading Pump Manufacturer



Client

The client is an ace global pump manufacturer that transports and controls the flow of materials in the world's most critical industries. Apart from manufacturing pumps, the client is also a leader in designing, distributing and servicing industrial flow management equipment across the world.



Challenges

The client wanted to get rid of the reactive culture, having only transactional relationships with customers and enhance customer loyalty by transforming the after-sales servicing experience. The as-is scenario posed the below challenges:

- ▶ Lack of proactive post sales engagement with customers
- ▶ Limited levels of customer relationship management
- ▶ Lack of relevant data to field technician for performing service activities
- ▶ Reactive and scheduled maintenance rather than condition-based predictive maintenance
- ▶ Inefficiency in supply chain & spares inventory management





Business Benefits:



18% reduction in unscheduled maintenance time



12% reduction in production downtime



Reduced maintenance and service costs due to remote service features



Improved pump reliability and performance



Better cross-sell and upsell opportunities for clients



Subscription-based model for an eclectic mix of customers to improve bottom-line



Increased customer retention by constant customer engagement

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