

Predictive Maintenance Model

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Agenda

- Predictive Maintenance Engine
- Business Challenge & Solution
- Business Process Flow
- Demo
- Key Use cases with Solution components
- Workflow scheme
- Benefits with Praval value add

Predictive Maintenance Model Engine

Problem Statement: Asset failures are detected only after breakdowns, causing unplanned downtime and service delays. Reactive handling and manual processes slow work order creation and technician assignment, increasing costs and reducing visibility into asset health.

Solution: Using Salesforce Service Cloud, Field Service, and Einstein AI, asset failures are predicted before breakdowns occur. Automated work orders and intelligent technician assignment ensure faster response. This minimizes downtime, reduces costs, and improves service performance visibility.

10k+ Predictive
Asset Alerts/
Month

↓75%

Machine failure
through predictive
automation

↑35%

Service speed
through
optimized
assignment



48h → 12h

Faster response
with proactive
scheduling

+



95%↑

Live Assignment
Visibility + Instant
Re-Routing

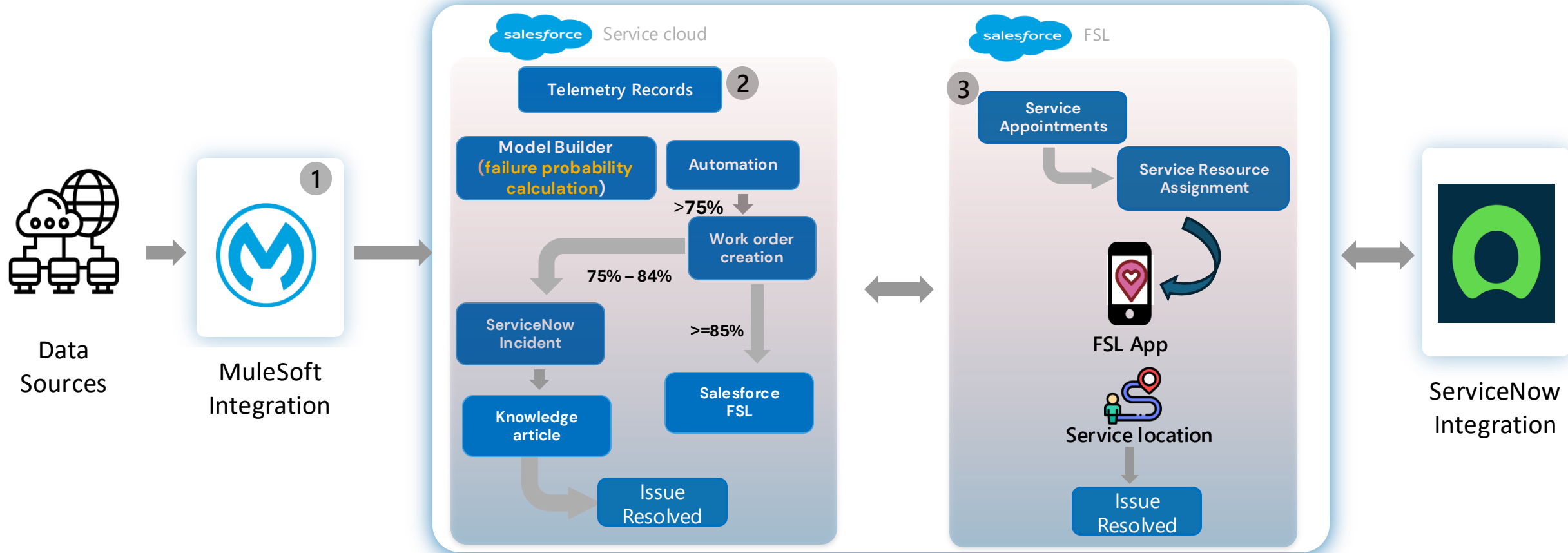
+



20%↑
faster incident
resolution

Business Process Flow – Predictive Maintenance & Intelligent Service Automation

-  **Telemetry Data Ingestion:** From hours of delay to near real-time data processing
-  **AI Failure Prediction:** Improve failure detection accuracy by up to 30–40%
-  **Automated Work Orders:** Reduce service initiation time from hours to minutes
-  **Field Service Execution:** Reduce mean time to repair by up to 35%



DEMO

Key Use cases



Real-Time Data Ingestion

Machine and operational data is automatically ingested into Salesforce via MuleSoft, eliminating manual data handling.



AI-Based Failure Prediction

Einstein Model Builder analyzes incoming data to predict potential asset failures before breakdowns occur.



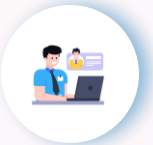
Threshold-Based Automation

Salesforce Flow evaluates failure risk and automatically triggers service actions based on predefined thresholds..



Automated Work Order Creation

Work orders are created instantly in Service Cloud when risk levels are exceeded, reducing response time.



Service Execution & Incident Management

Service requests are executed using Field Service Lightning with critical incidents escalated to ServiceNow.

Solution Components

Data Ingestion

Machine and operational data is ingested into Salesforce in near real time, forming the foundation for predictive maintenance and automated service actions.

Automation & Work Order Management

Salesforce Flow evaluates risk thresholds and automatically creates work orders in Service Cloud, eliminating manual intervention and delays.

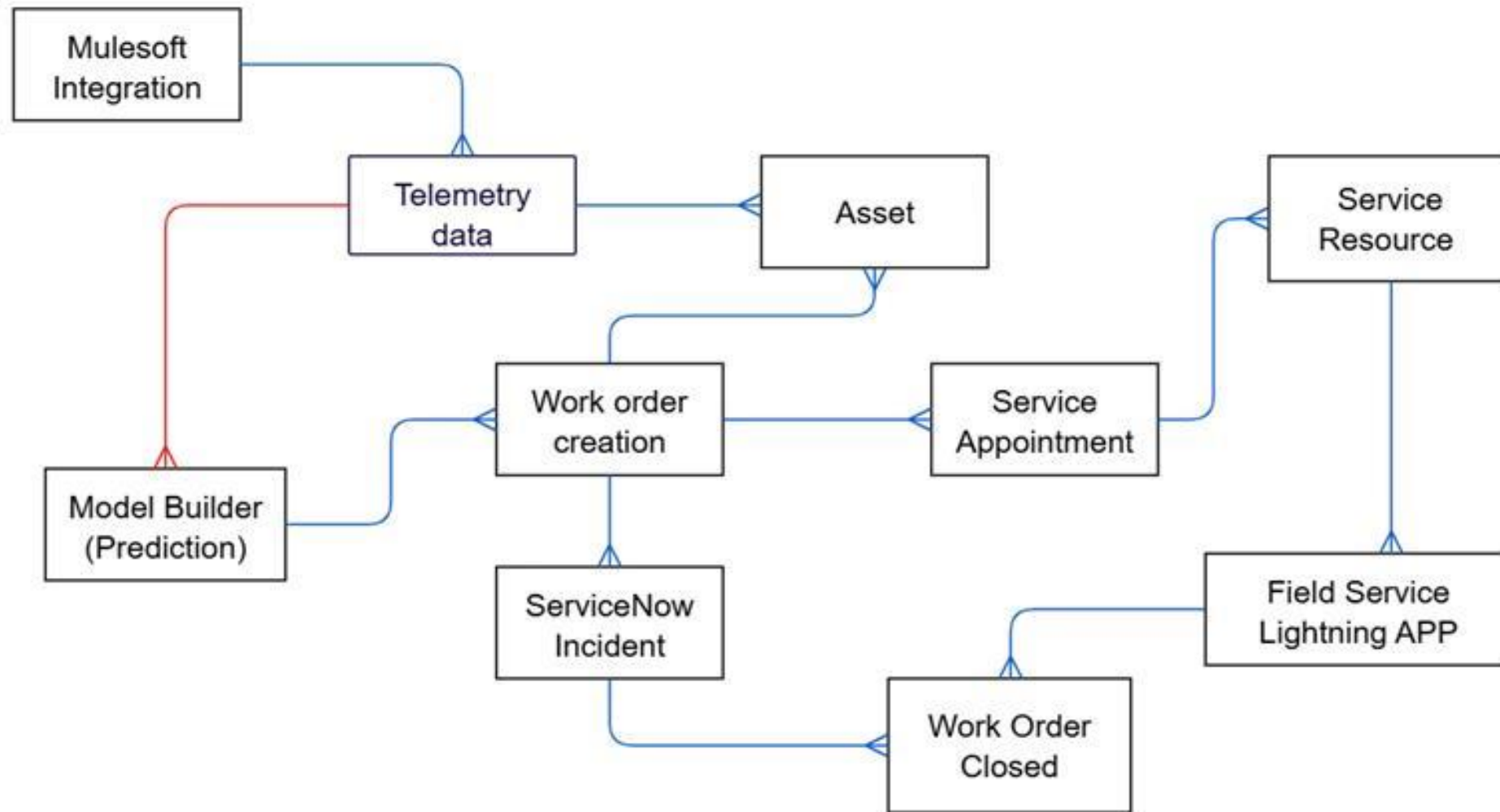
AI Failure Prediction

Einstein Model Builder analyzes incoming data to calculate failure probability and proactively identify potential asset failures.

Service Execution & Incident Management

Work orders are executed using Field Service Lightning, with critical cases escalated to ServiceNow for complete incident tracking and resolution.

Engine Schema



Praval Value add:

Business Benefit	Out of the box	Praval value add
• 75% Machine Failure Avoidance	Teams handle asset issues only after failures occur. Maintenance stays mostly reactive	AI predicts failure probability in advance. Proactive actions are triggered before breakdowns. This reduces unexpected downtime 1
• Service initiation within minutes (auto)	Work orders are created manually after issue detection. Response is delayed.	Risk thresholds are evaluated automatically. Work orders are created instantly. Service starts within minutes. 2
• 35% Service resolution speed improvement	Issues are identified late and resolved reactively. Resolution depends on manual follow-ups.	Early prediction highlights risks sooner. Automated actions ensure faster handling. Overall resolution time is reduced. 3
• Real-Time service visibility & control(ServiceNow)	Limited visibility into asset health and service progress. Insights are fragmented. 4	Unified view of data, prediction, and service actions. Real-time dashboards show status and trends. Better operational decisions are enabled.

Our Customers



Thank you!

APPENDIX