

technical document



Smart Ops NXT

An Integrated Field
Services Platform



Challenges in managing field service operations across the value chain are a pressing concern that most industries face today. Timely identification of faults is crucial for eliminating the negative impact on processes, right from response times to life expectancies of assets. Additionally, using outdated technologies limits the availability of preventive and predictive maintenance programs. This, in turn, results in increased maintenance costs, thus impacting overall productivity and on-time delivery.

Key challenges in the industrial field service ecosystem include:



Lack of single end to end view across the incident management process



Inability to convert data originating from multiple sources into a meaningful form to direct SOP's



Inefficient resource allocations leading to increased downtimes



Siloed ways of workings across departments leading to lack of a cohesive view

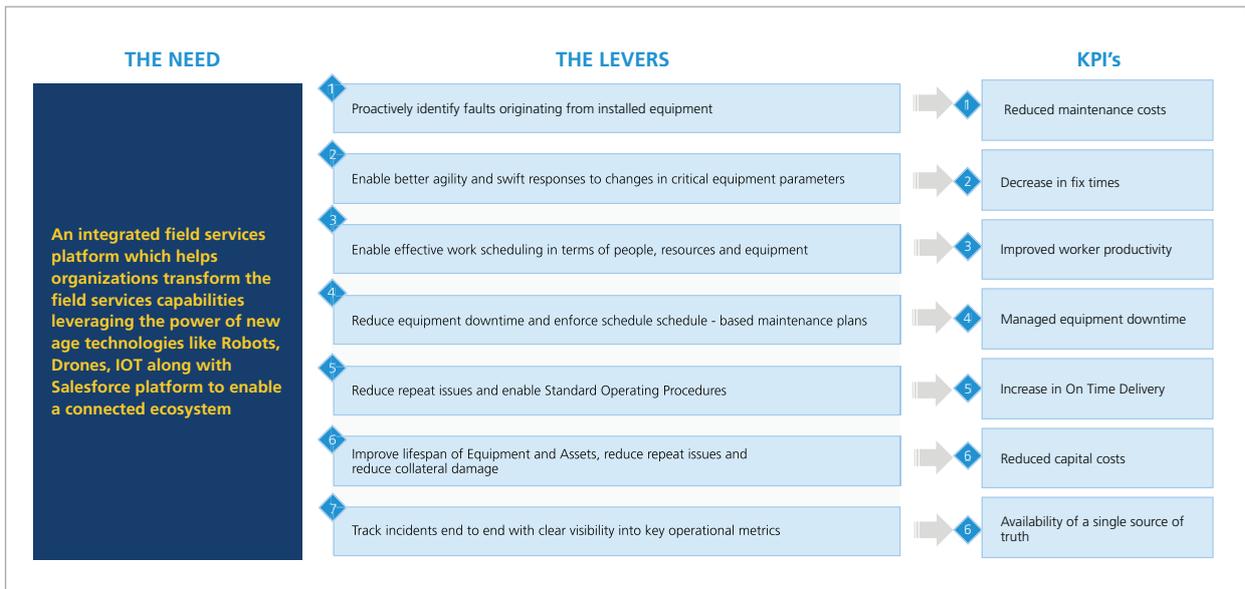
With the advent of **Industry 4.0**, industries are shifting focus to adopt new technologies and processes to overcome the above-mentioned challenges. The emphasis now is on preventive and predictive maintenance programs and techniques enabled by next-generation tools. Maintenance issues can be prevented with predictive maintenance using technologies like the Internet of Things (IoT), Artificial Intelligence (AI), and Machine Learning (ML). McKinsey & Company projects that predictive maintenance programs will reduce maintenance costs by about **20%¹** and cut unplanned machine outages by **50%²**.

This is where LTIMindtree's Smart Ops NXT solution will fit in. The solution is built on the Salesforce platform and with NXT's propriety offerings. It will help organizations reduce maintenance costs, manage equipment downtime, reduce repeat issues, and improve productivity.



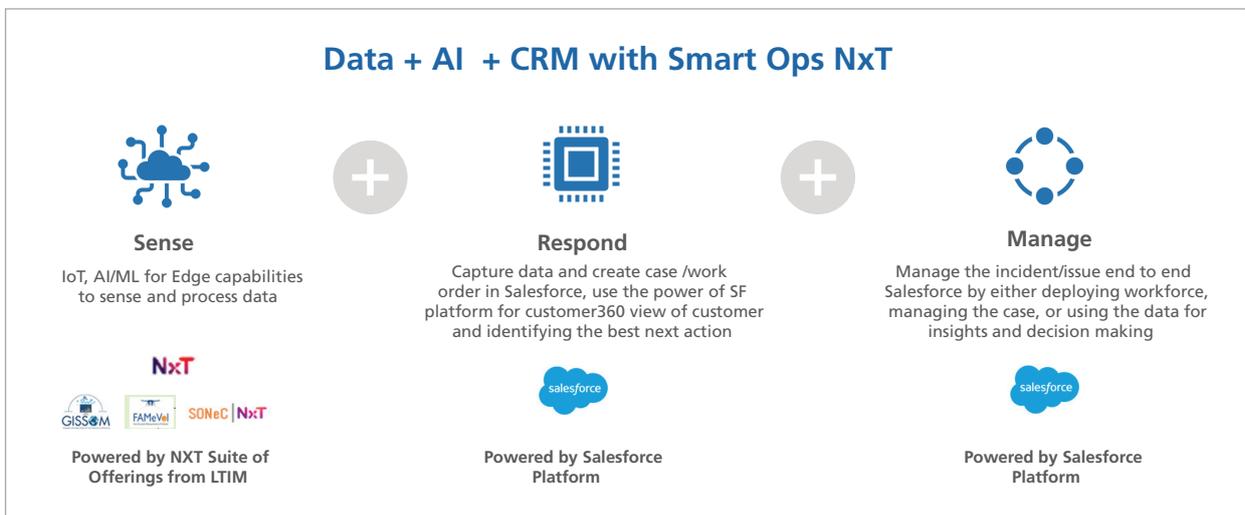
Solution levers

Need for an integrated platform to manage industrial field services

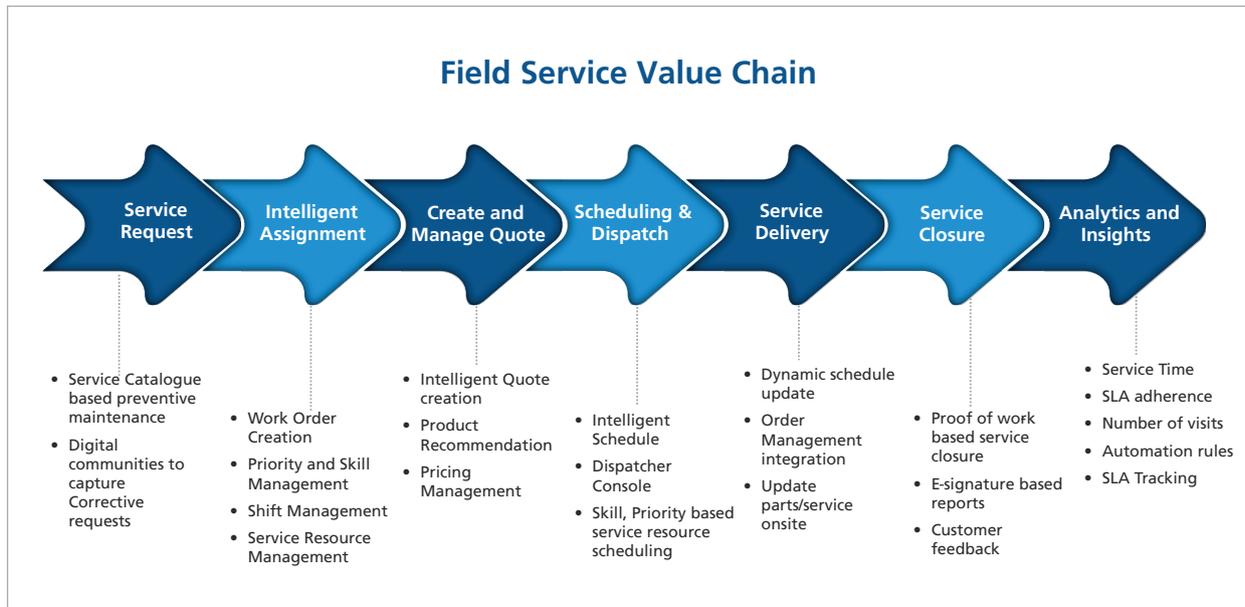


Introduction to Smart Ops NXT

Smart Ops NXT is a solution enabled by the Salesforce platform combined with the power of offerings from LTIMindtree's NXT proprietary suite. The solution combines the power of data, AI, and customer relationship management (CRM). This combination allows seamless human interactions with a connected ecosystem of robots, drones, sensors, and other IoT devices for effective field service management.



This solution will help organizations manage processes across the end-to-end industrial field services value chain, as listed below



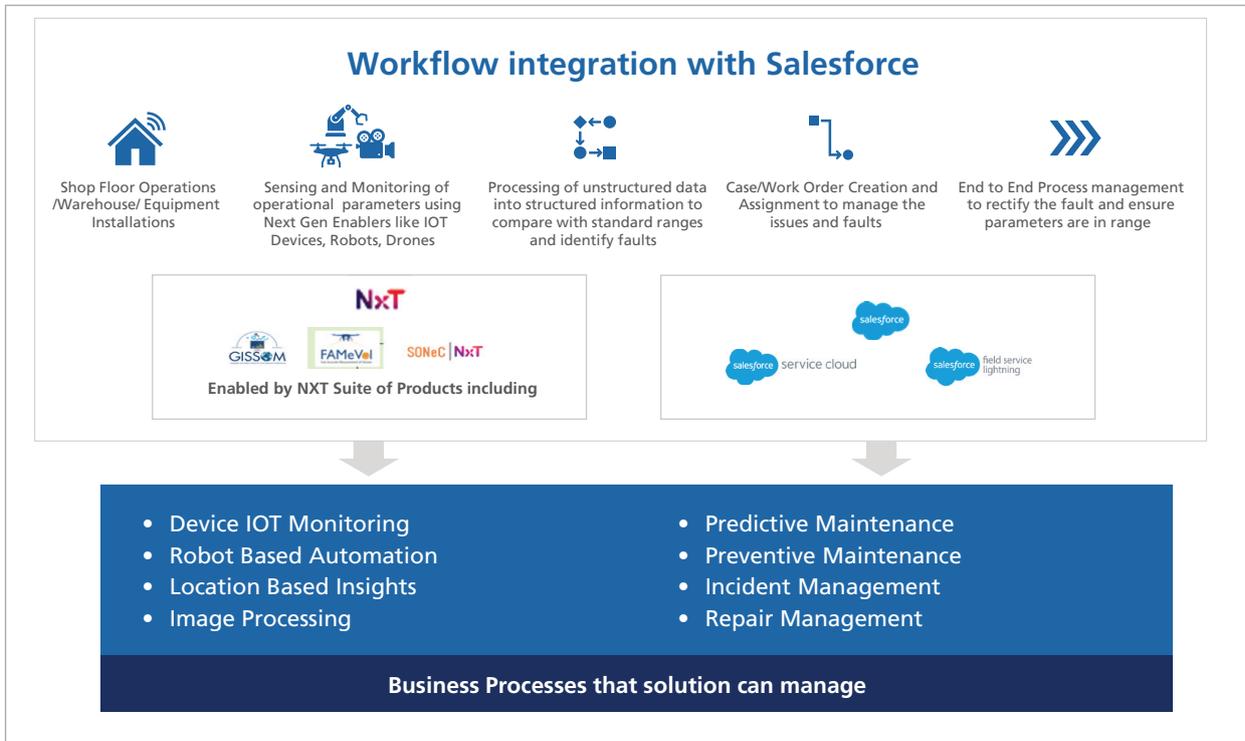
Overall, this solution will help with

- End-to-end incident management
- Connected ecosystem driving operational productivity and insights-driven approach
- Processing of complex unstructured information to drive proactive maintenance programs
- Improve equipment lifespan by automating the maintenance process
- worker safety and reduction in accidents

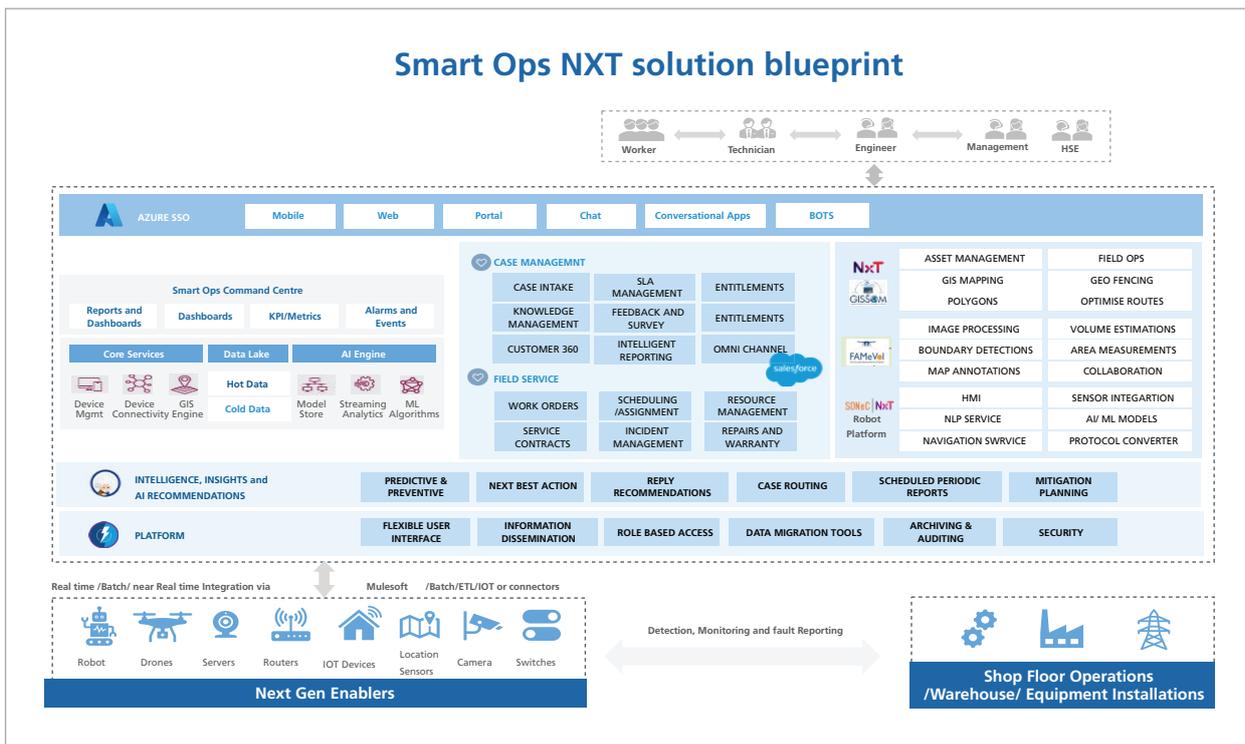
Reimagining field service experience with Smart Ops NXT

Smart Ops NXT is an enterprise platform that autonomously derives intelligence from connected ecosystems of workers, machines, materials, and their locations. It also integrates business processes, aiding industries in identifying changes in critical operational parameters of the installed equipment. Once they are identified, the integration of NXT with Salesforce brings the entire information of the faults or variations into Salesforce. The information is crucial for case management, work order creation, assigning a technician, and priority management. This sequence enhances service delivery and closure while adhering to best practices. The Salesforce platform now acts as a single source of truth, providing end-to-end visibility across the data and processes, thus driving exponential value.

The typical flow is depicted below:



The detailed solution blueprint is as follows:



Typical use cases (indicative)

This solution can help organizations manage all their needs across industrial field services. Some typical examples (non-exhaustive) are listed below.

- Predictive autonomous service and maintenance for connected products
- Real-time safety inspections and maintenance in the manufacturing area
- End-to-end incident management
- Intelligent fault detection and fixing
- IoT-based field service management using advanced location-based capabilities
- On-demand servicing of industrial equipment using advanced location-based capabilities

However, every organization is different and has distinct needs. We can work with you to identify the pain points and suggest an optimal flow leveraging the power of the SmartOps NXT Platform.

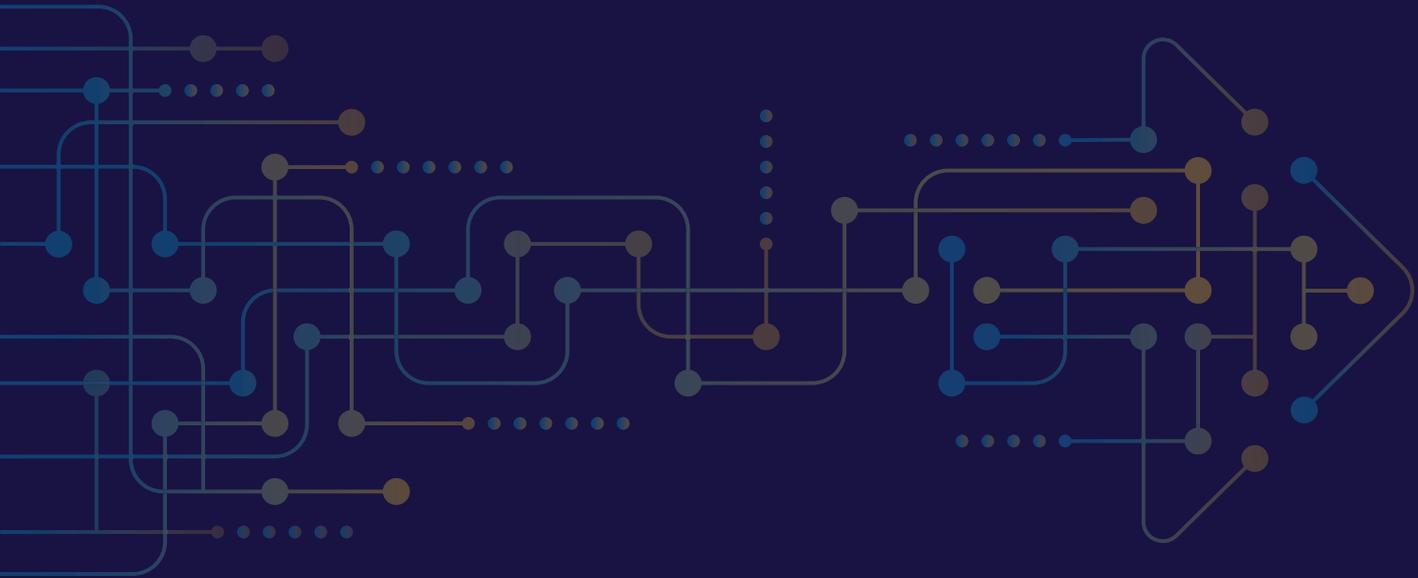
Turn intelligent field services into a growth engine

Want to know more about how Smart Ops NXT can help drive profitable Industry 4.0 transformation? Please contact us at info@ltimindtree.com to learn how our solution enables organizations to anticipate their customer needs and respond with speed and precision.



References

1. *The coming evolution of field operations*, Guy Benjamin, Brett May, Mitesh Prema, Vaibhaw Raghubanshi, McKinsey & Company, August 6, 2019:
<https://www.mckinsey.com/capabilities/operations/our-insights/the-coming-evolution-of-field-operations>
2. *Capturing the true value of Industry 4.0*, Ewelina Gregolinska, Rehana Khanam, Frédéric Lefort, Prashanth Parthasarath, McKinsey & Company, April 13, 2022:
<https://www.mckinsey.com/capabilities/operations/our-insights/capturing-the-true-value-of-industry-four-point-zero>



About LTIMindtree

LTIMindtree is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 700 clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by 82,000+ talented and entrepreneurial professionals across more than 30 countries, LTIMindtree — a Larsen & Toubro Group company — combines the industry-acclaimed strengths of erstwhile Larsen and Toubro Infotech and Mindtree in solving the most complex business challenges and delivering transformation at scale. For more information, please visit <https://www.ltimindtree.com/>