



Websym

 **mezeva**
Connected Products

Remote Asset Monitoring & Connected Field Service





Features



Remote Asset Monitoring

- Monitor Asset Health
- Track Asset Utilization
- Predict Asset Failure
- Measure Asset Performance



Control Centre

- Automated Scheduling & Work Order Assignment
- Warranty Cost Reduction
- Improve Service Margins
- Optimize Spares Inventory



Service Operations

- Digitization of Service Operations
- Proactive Customer Service
- Technician Performance Measurement
- Real time Collaboration with SMEs
- Service Partner Management



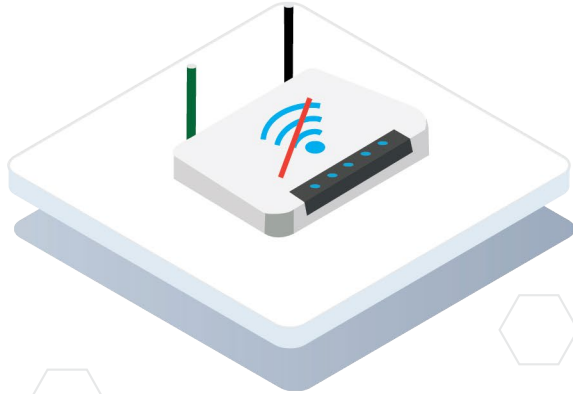
REMOTE ASSET MONITORING

Monitoring real time health and performance of remotely deployed assets can help OEMs to provide a differentiated experience to customers and improve profitability by reducing service costs and by enabling development of new revenue streams.

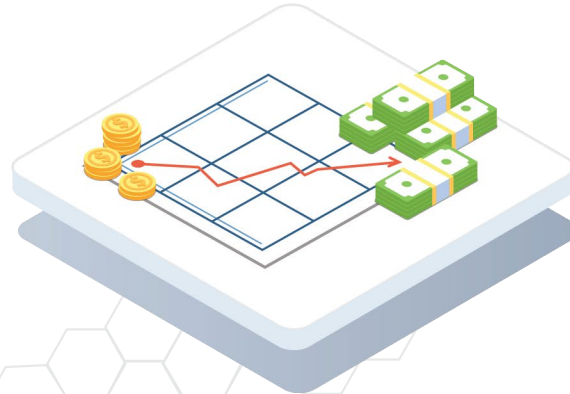




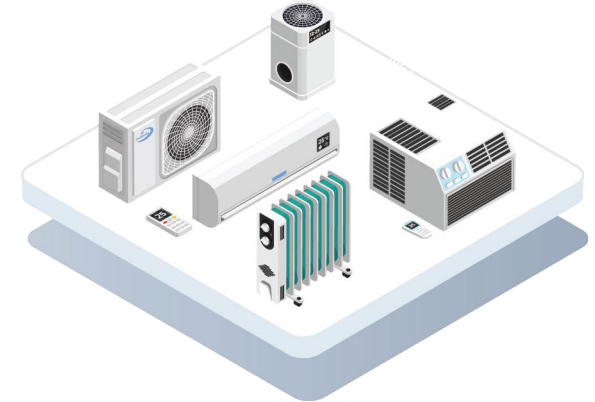
Key Challenges of Asset Monitoring



Consistent connectivity is not available



Inefficient and costly



Limited control over assets



Heterogenous variety of controllers



Global coverage needed



Geographically varying compliance requirements



Remote Asset Monitoring Features



Configurable monitoring of asset parameters



Real time data transfer



Improve asset performance



Machine learning driven predictive maintenance models



Customer Portal & Dashboards



Automated alert generation



Data retention and transfer even in case of GSM signal loss



Integration with Enterprise Systems





Remote Asset Monitoring Benefits



Improved customer satisfaction



Reduce service costs



Increase service margins



Reduce TCO for customers



Improve safety of asset operations

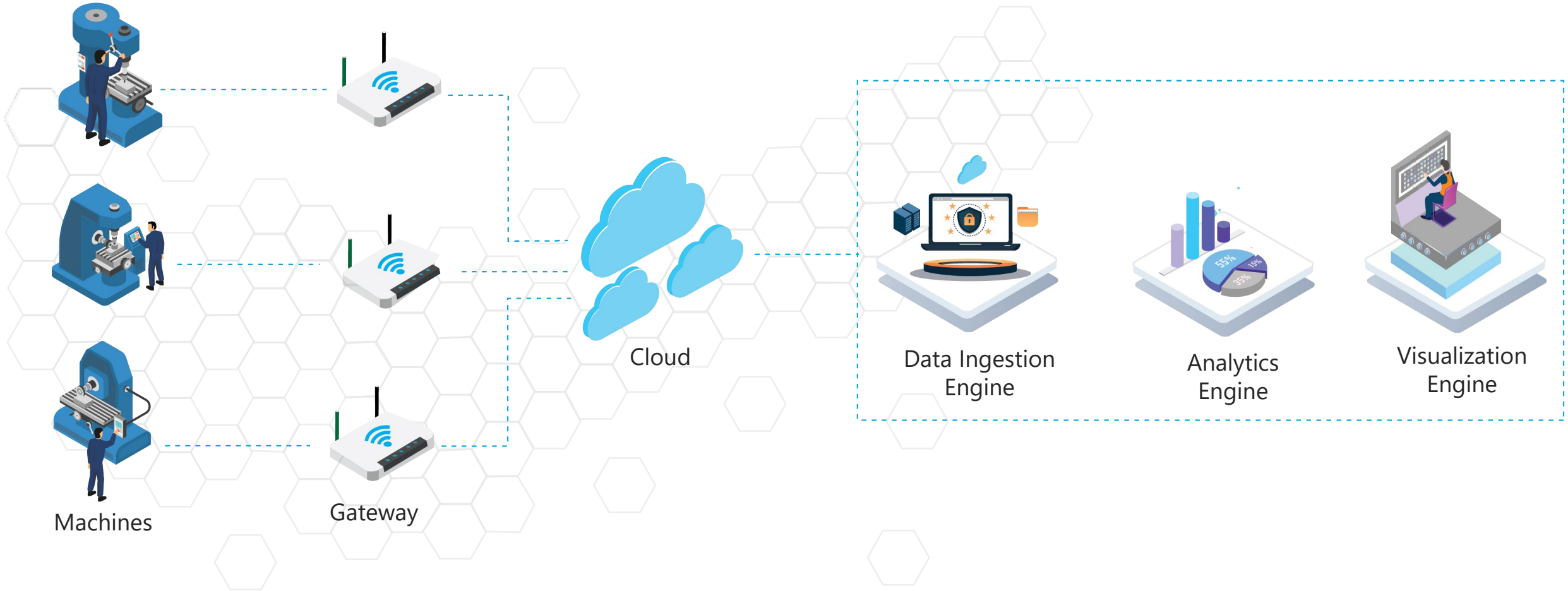


Increase asset uptime



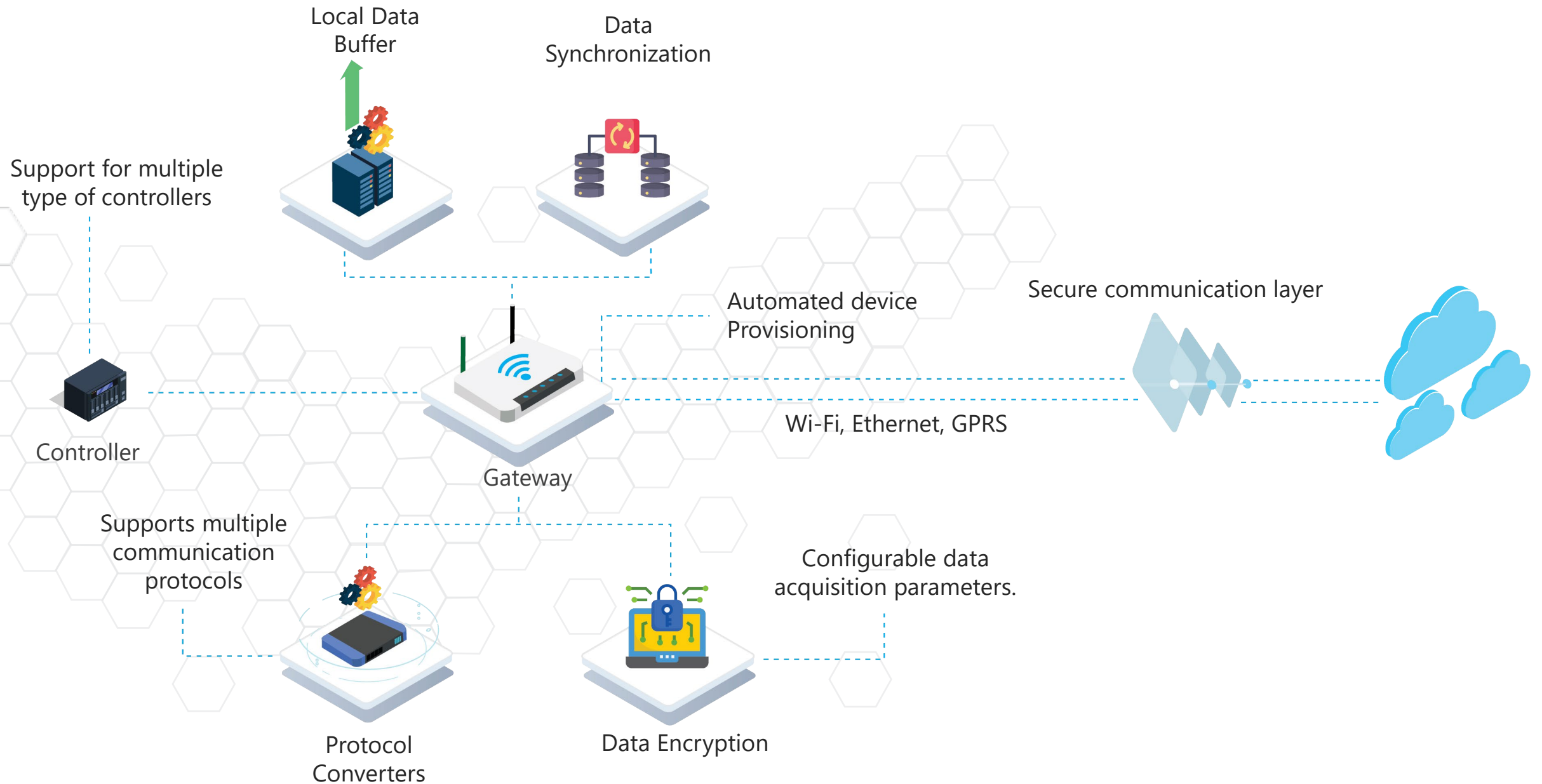


Functional Architecture

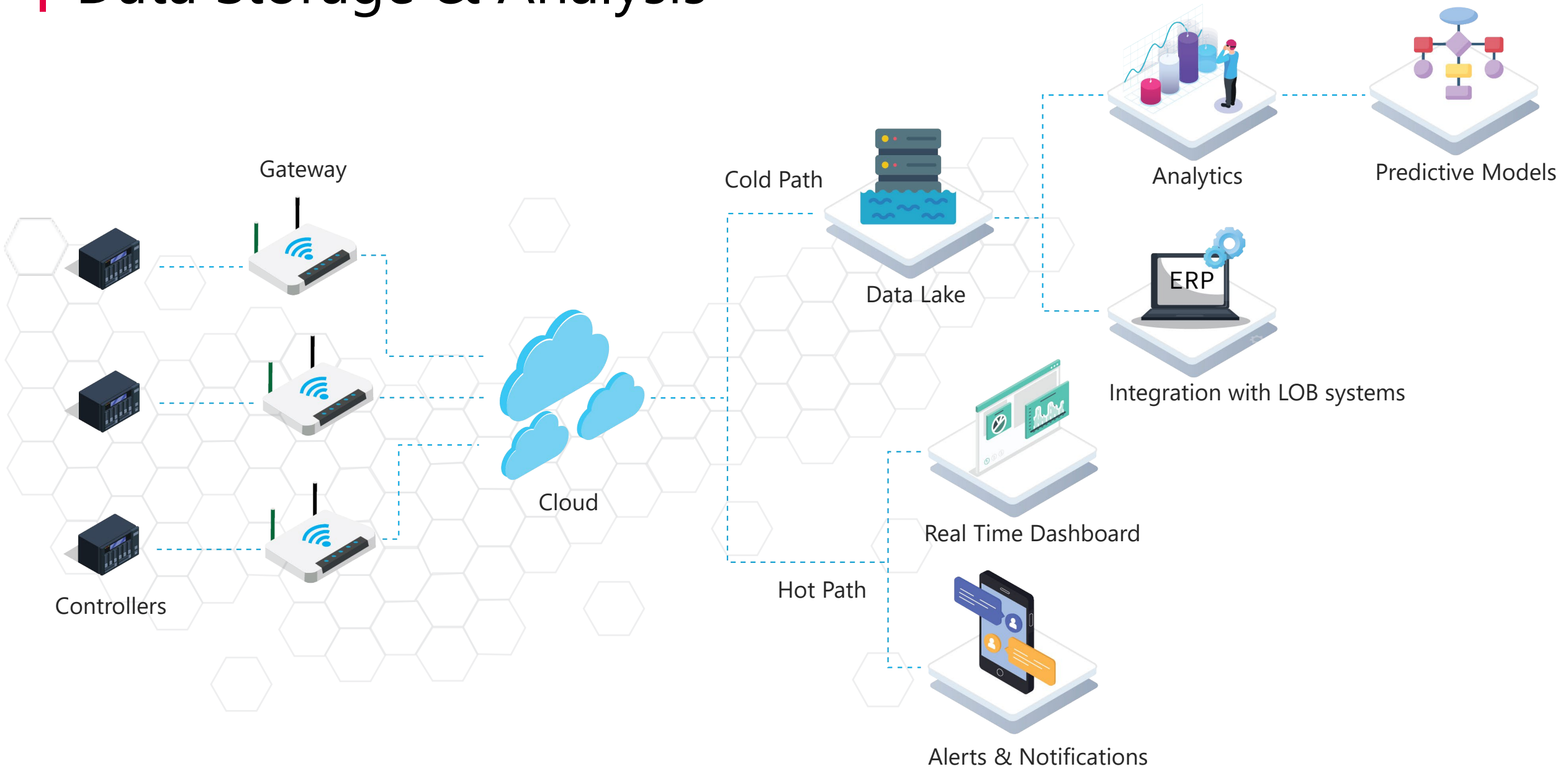




Data Acquisition & Injection



Data Storage & Analysis





CONNECTED FIELD SERVICE MANAGEMENT

Today, service after sales is a fast growing, high profit opportunity and many OEM's offer direct customer service after sales to ensure that they use this opportunity to build a lasting relationship with their customers. Developing maintenance and service plans based on real time asset usage data is critical for the successful execution of this strategy.





Field Service Challenges

Maintenance

- Managed by Excel and Email
- Cannot optimize planned maintenance
- Poor data reconciliation and accuracy
- Suboptimal resource allocation



Service Calls

- Reactive
- Manual Entry and Reporting
- No automated flags for issues



Current Systems

- Inefficient and costly
- Manual methods to handle Operations.
- Disconnected from CRM, ERP, Accounting and other LOB applications
- Lack of Mobile Support
- Extensibility to IOT systems
- (e.g. Asset Monitoring & Control systems)



Connected Field Service Features



Work Order Management



Workforce Management



Performance Management



Service Contract Management



Expense Management



Warranty Tracking



Inventory Management



Real Time Collaboration



Integration with Enterprise Systems





Benefits



Improve Technician Efficiency



Boost Customer Satisfaction



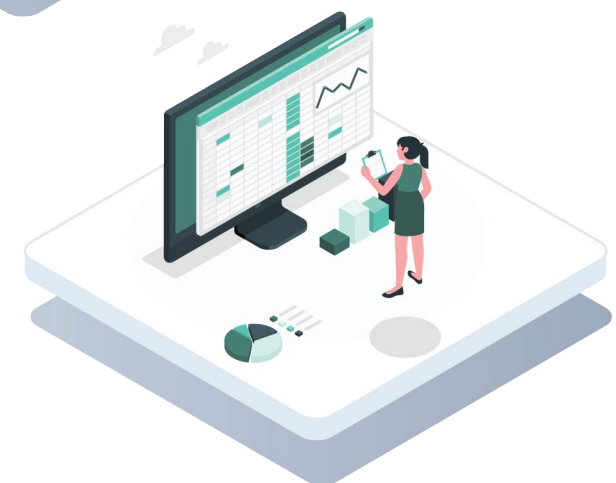
Optimize Spares Inventory



Improve SLA Adherence



Increase Service Margins





Representative Customers



Generated over 70% energy savings through smart street lighting in the city of Jaipur, India



Created a premium revenue stream for its rental customers by deploying the solution for 40K generators world wide



India's largest water and air purifier company Increased spare parts revenue and enabled water as a service business model



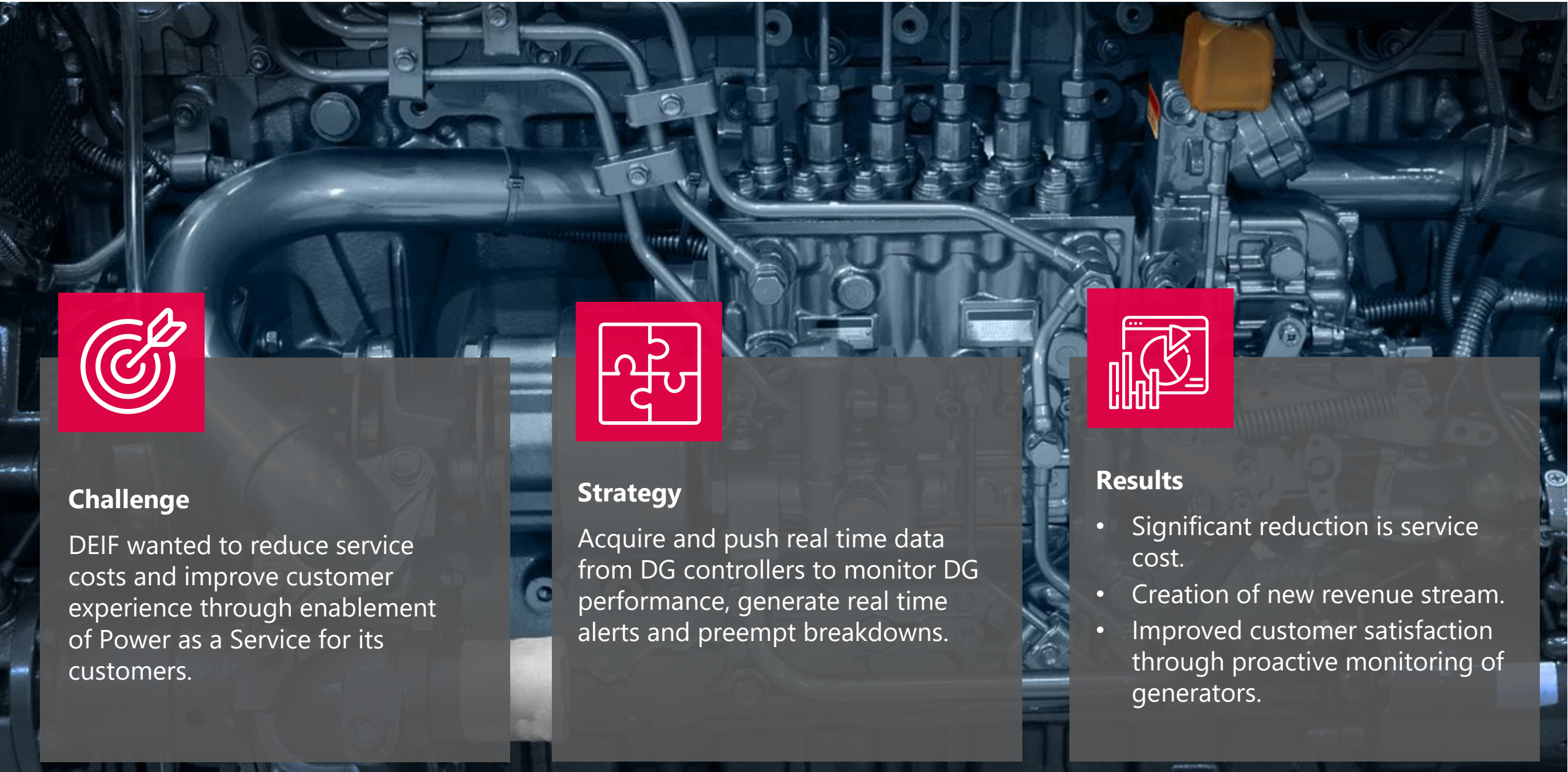
Improved customer service and created a competitive differentiator through its smart SPM's and lines



Enhanced customer experience and increased service revenue through its smart tractors initiative



Tezeva enables the Power as a Service business model for the world's market leader in DG control systems.



Challenge

DEIF wanted to reduce service costs and improve customer experience through enablement of Power as a Service for its customers.



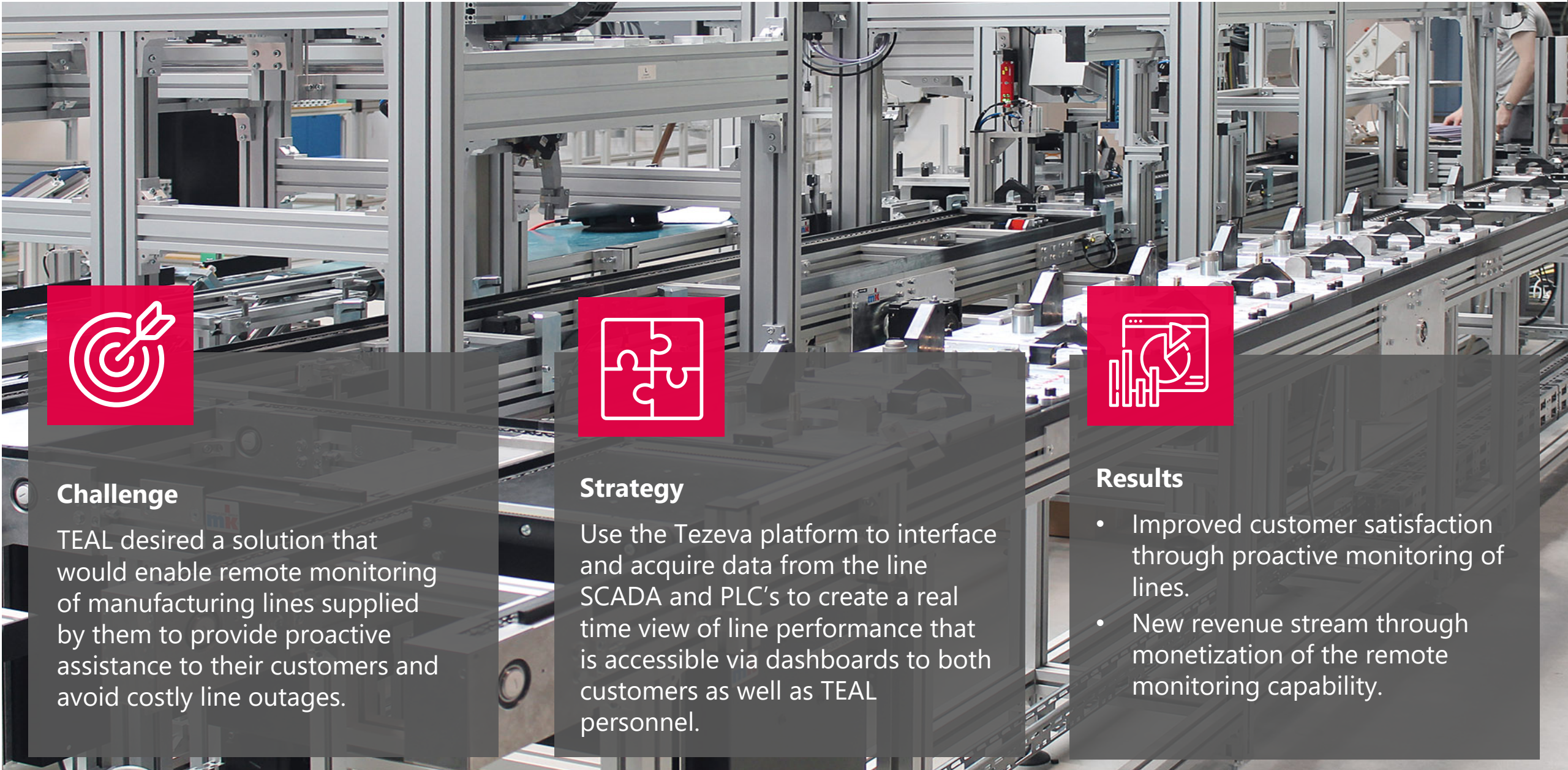
Strategy

Acquire and push real time data from DG controllers to monitor DG performance, generate real time alerts and preempt breakdowns.



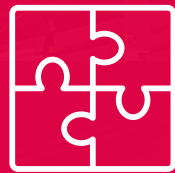
Results

- Significant reduction in service cost.
- Creation of new revenue stream.
- Improved customer satisfaction through proactive monitoring of generators.



Challenge

TEAL desired a solution that would enable remote monitoring of manufacturing lines supplied by them to provide proactive assistance to their customers and avoid costly line outages.



Strategy

Use the Tezeva platform to interface and acquire data from the line SCADA and PLC's to create a real time view of line performance that is accessible via dashboards to both customers as well as TEAL personnel.



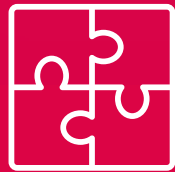
Results

- Improved customer satisfaction through proactive monitoring of lines.
- New revenue stream through monetization of the remote monitoring capability.



Challenge

Provide a differentiated experience for premium segment. Improve customer service experience through real time monitoring
Track usage of unauthorized third-party spare parts and consumables.



Strategy

Use the Tezeva solution for real time monitoring of purifier usage parameters and for generating automated service orders based on identified critical conditions.
Identify unauthorized replacement of spares.



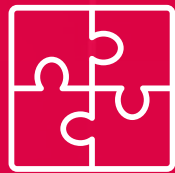
Results

- Increased sales of authorized spare parts and consumables
- Increased sales through monitoring & creating a water quality map of India & use this data to target specific marketing campaigns in relevant geographies.



Challenge

Samudra LED wanted to remotely monitor, control and manage more than 100,000 street lights in the city of Jaipur in a cost effective manner.



Strategy

Acquire data from feeder panels in real time to monitor, measure energy consumption and control operation of street lamps.



Results

- Greatly improved customer service due to availability of real time data.
- Operational costs reduced significantly.
- 100% invoicing accuracy.



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