# COPILOT FOR CONNECTED PRODUCTS AND MACHINES

## CLUSTER MANUFACTURING

# CLUSTER REPLY

## OUR VALUE PROPOSITION

### DATA & AI

«Create value by analyzing data models, trends, and insights to improve business decisions on a day-to-day basis»

- Enterprise Data Platforms
- Data Modernization & Data Pipelines
- Specialized AI solutions
- Machine Learning & Deep Learning Models

### SMART PRODUCT

«Differentiate and capture emerging opportunities by using data as a strategic asset and shifting from hindsight to foresight»

- IoT Platform for Connected Products & Servitization
- Azure IoT Center
- Smart Devices

### SPATIAL COMPUTING

«Integration of XR technologies with AI service pipeline in the cloud to create immersive solutions to support people in performing production, control, and onboarding tasks in work settings»

- XR Visors
- Mobile devices
- LiDAR

### CUSTOMER ENGAGEMENT

«Tailor individual customer experiences by harnessing data and drawing actionable insights»

- Sitecore Experience Platform
- Sitecore Commerce
- Content Hub

### SMART FACTORY

«Optimize digital operations by connecting your people, machines and processes to overcome skills gaps and increase factory productivity»

- Manufacturing Digital Platform
- Industrial IoT
- Smart Maintenance
- Operation 4.0

### PROCESS & MOBILE

«Deep knowledge of our customers' core processes to innovate by proposing new solutions leveraging web & mobile applications»

- Web Apps
- Mobile Apps
- Low / No Code / RPA: Power Platforms
- Workflows

# COPILOT FOR CONNECTED PRODUCTS & MACHINES

**CUSTOMER CARE**

*«What are the most common issues reported by customers regarding our latest product release?»*

**R&D**

*«What are the documented troubleshooting steps for resolving intermittend data transmission failures in our latest sensor module?»*

**MARKETING**

*«Which features of our connected machinery are most frequently used by the customers in the manufacturing sector?»*

**PRODUCT MANAGER**

*«What telemetry data insights can help us understand the main reasons for the recent increase in device downtime?»*

# COPILOT FOR CONNECTED PRODUCTS & MACHINES

Predict, Personalize, and Excel in Every Customer-Machine Interaction.

Benefit from detailed usage data analysis and understand customer usage patterns and market trends. This insight helps in proactively anticipating market shifts, creating upsell and cross-sell opportunities

**ENHANCED SALES AND MARKETING PERFORMANCE**

**IMMEDIATE AND PERSONALIZED CUSTOMER SUPPORT**

Delivers personalized interactions based on data and insights, providing immediate and accurate solutions, elevating customer satisfaction and trust

Field and technical service teams and R&D departments gain immediate and automated access to scattered knowledge within fragmented company systems. Reduces the need to engage colleagues and suppliers for information
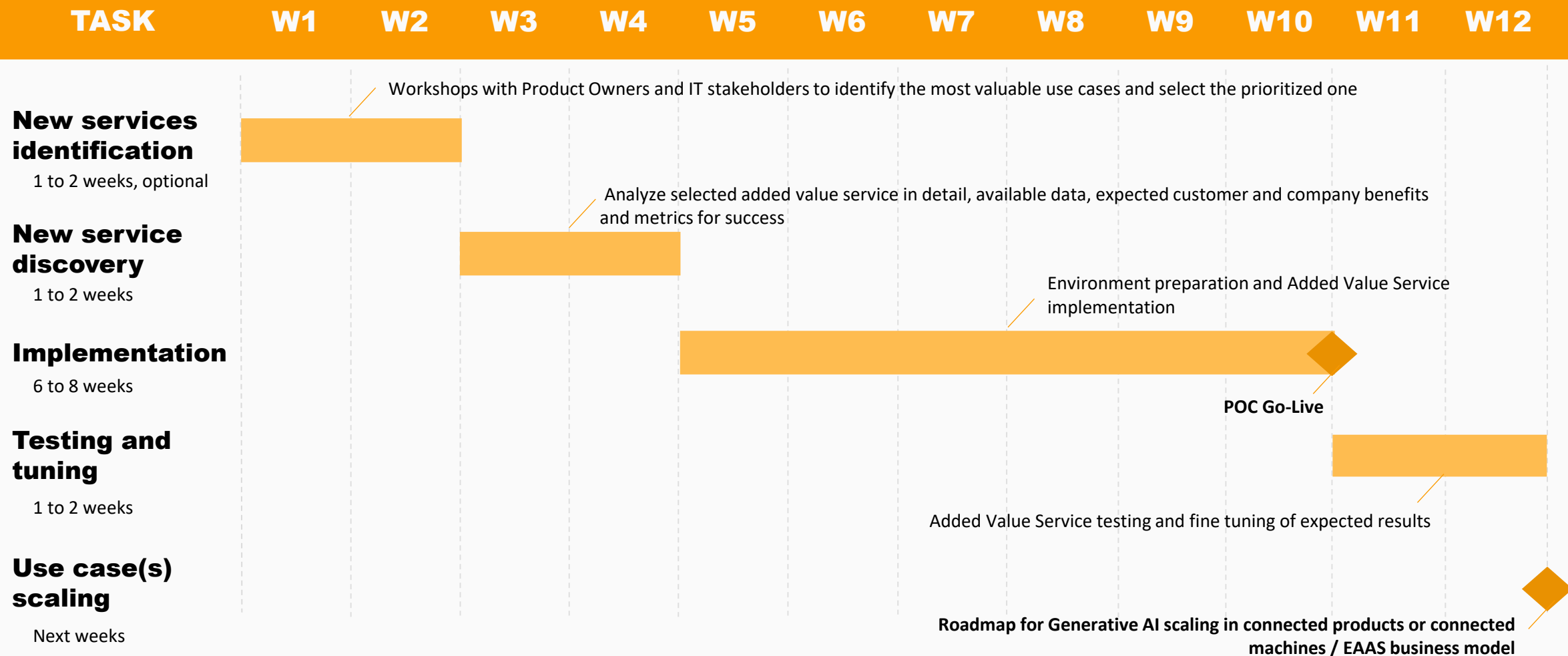
**EFFICIENT KNOWLEDGE ACCESS FOR FIELD AND TECHNICAL SERVICES**

**DATA-DRIVEN PRODUCT MANAGEMENT AND INNOVATION**

Product managers and R&D teams can leverage telemetry data to pinpoint successful product features and identify areas for improvement. Features resonating with customers are so prioritized, driving product innovation and market competitiveness

**REPLY** CLUSTER

# CLUSTER REPLY COPILOT FOR CONNECTED PRODUCTS AND MACHINES

Proof of Concept timeline

| TASK | W1 | W2 | W3 | W4 | W5 | W6 | W7 | W8 | W9 | W10 | W11 | W12 |
|------|----|----|----|----|----|----|----|----|----|----|----|----|

**New services identification**

1 to 2 weeks, optional

Workshops with Product Owners and IT stakeholders to identify the most valuable use cases and select the prioritized one

**New service discovery**

1 to 2 weeks

Analyze selected added value service in detail, available data, expected customer and company benefits and metrics for success

**Implementation**

6 to 8 weeks

Environment preparation and Added Value Service implementation

**POC Go-Live**

**Testing and tuning**

1 to 2 weeks

Added Value Service testing and fine tuning of expected results

**Use case(s) scaling**

Next weeks

Roadmap for Generative AI scaling in connected products or connected machines / EAAS business model

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