Enabling a Proactive Service Strategy

Customer expectations and emerging technologies are compelling companies to invest in proactive and predictive service strategies. **Proactive service strategies** leverage algorithms to analyze data from a specific asset at a point in time. **Predictive service strategies** leverage algorithms to analyze historical asset data from a group of assets along with other customer and transaction-related data. Examples of each are as follows:

Proactive

Eliminate issues before a customer reports them

- IoT-enabled devices and signal detection
- Live single device data and analytics
- Automated work order creation based on thresholds
- Knowledge-enabled operations
- Customer satisfaction surveys

Predictive

Predict issues through forecasting, advanced analytics and AI

- Automated maintenance schedule creation
- Automated case classification
- Historical data + live data across devices
- Recommendations (single/multi-asset)
- Predictions and reporting based on advanced algorithms and analytics

How Argano Can Help

Sample Proactive / Predictive Roadmap				
Foundational Projects		**Execution Projects**		
Project	Service Maturity Assessment	Data Readiness & Strategy Project	Data Unification & Strategy Project	Foundational Solution Build	Use Case Creation
Objectives	Develop Program Roadmap	Conduct Gap Analysis	Build Data Model, Data Clean-up, Create Governance Process	Configure and Deploy Data Cloud, Einstein + MuleSoft	Build and Deploy Proactive Service Use Case #1

*Actual projects and durations are dependent on client business requirements and existing technology infrastructure.

Business Benefits:

- Improved customer experience and operational efficiency via decreased uplanned downtime
- Increased asset lifespan, reduced asset TCO, and improved asset safety through less reactive work
- New opportunities for novel revenue streams (i.e. remote monitoring)
- Improved productivity with better alignment to forecasts and plans

Solution Components:

- Assets designed to share data
- An IoT platform to distribute asset data
- Service solutions to provide customer and transaction data
- Integrations of various systems into a data repository
- Repositories to store and prepare data
- Analytics tools to intelligently evaluate data and recommend actions
- Service solutions to execute the recommended actions

Learn more at argano.com

Request a meeting to schedule a free discovery call with our proactive service consulting team