Use the Internet of Things (IoT) to Improve Aftermarket Sales and Support

MOVING SUPPORT SERVICES TO INDUSTRY 4.0

Many manufacturers face intense competition for aftersales services and parts. To compete more effectively, manufacturers must take better advantage of sensor data and connected products to take support services to the next level.

CSC’s Orchestrated Manufacturing framework supports predictive maintenance programs and self-healing mechanisms that minimize unplanned downtime and onsite service visits.

Supporting products with next-gen aftermarket services allows manufacturers to overcome these common challenges:

• Analyze product sensor data to improve quality and performance.
• Dynamically price spare parts to generate additional top-line growth.
• Use predictive analytics to minimize unplanned downtime, reduce onsite service calls and support new sales and services models, such as power-by-the-hour leasing.
• Modernize IT infrastructures and applications to make the IoT connections possible and realize all the benefits described above.
• Support the shift in business models from the classical sales-oriented approach to time- and/or usage-based approaches.
• Enable a software ecosystem around products that complete and differentiate your offerings and provide a competitive advantage in the market.

HOW TO SUPPORT THINGS BETTER

CSC provides global manufacturers of complex products with an unbiased view of aftermarket operations.

We can help your organization dramatically improve service delivery and help you create a more agile and secure support infrastructure to rapidly roll out time-saving technologies including field mobility and predictive maintenance programs.

Aftermarket Services Assessment
CSC’s Aftermarket Services Assessment can help your organization create a holistic, end-to-end program scope with quick-return, early-phase options to roll out new services rapidly. Key features of the assessment include these comprehensive services:

• Issue capture
• Analysis of the dimensions of all prospective solutions
• Prioritization of improvement areas
• Roadmap.

Smart Operations
CSC’s Smart Operations is a powerful business information and analytics solution that uses data from factory and corporate systems as well as external sources to present operational insights on specialized, preconfigured and user-configurable dashboards and reports, giving plant managers the information they need to optimize many parameters essential to meeting demand and reducing costs.

Smart Operations also provides predictive models to analyze equipment performance and reliability.

About Orchestrated Manufacturing

Orchestrated Manufacturing is CSC's revolutionary framework for designing, implementing and managing complex ecosystems to provide real-time awareness and autonomic interactions between machines, systems, assets and things.

It’s how we help manufacturers take full advantage of the Internet of Things (IoT), cloud, data analytics, next-gen applications and cybersecurity across the manufacturing value chain.

Learn more at csc.com/om.
Contact us at manufacturing@csc.com.
It enables manufacturers to offer predictive maintenance services to their customers to help them reduce equipment downtime, unplanned maintenance and overall costs.

**OmniLocation MachinEdge**

OmniLocation MachinEdge is an end-to-end suite of software and IT services that streamlines the development and deployment of machine-to-machine (M2M) applications, enabling developers to create custom manufacturing applications in days instead of months. It provides:

- Next-generation application platform for connecting products, systems, assets and people
- Custom application development, implementation, hosting and management
- Manufacturing industry expertise and leading alliance partnerships.

**Field Tech 360**

Field Tech 360 is a CSC managed service that unlocks useful information and data within your enterprise systems and makes it readily available to your field-service techs, via their mobile devices, so they may better serve and manage their customers. Field Tech 360 also generates a timesheet for each job and a workflow to guide field-service techs through the repair steps of any job.

**Application Modernization**

CSC’s FuturEdge for Modernization is a suite of software and services that leverages innovations in cloud, mobility, cyber, social and analytics to modernize business and technical environments and manage application portfolios.

**Application Cloud Enablement (ACE)**

Application Cloud Enablement (ACE) is CSC’s blueprint for accelerating the migration of legacy applications to the cloud. Composed of a suite of CSC services that span the shape-transform-manage lifecycle, ACE enables clients to quickly and economically benefit from the scale and elasticity of cloud computing.

**Cloud IU for SAP**

CSC Cloud IU™ for SAP is a managed infrastructure utility that delivers a pay-as-you-go, managed cloud infrastructure tailored for SAP production, development and test environments. It lowers costs and speeds execution by 30 percent or more.

**CSC BizCloud**

CSC BizCloud™ is a fully integrated enterprise private-cloud service that’s billed on a consumption basis and ready for workload and application deployment in 10 weeks. It offers a resilient Infrastructure as a Service (IaaS) delivered as a private cloud. CSC is industry-recognized for IaaS, managed infrastructure solutions and managed security services.

**CSC CloudCompute**

CSC CloudCompute™ is an enterprise Infrastructure as a Service (IaaS) that delivers a highly resilient cloud infrastructure, security and network services, resource and service management capabilities.

**CSC Agility Platform**

With Agility Platform, CSC delivers all-in-one hybrid cloud management as a service. This simplifies your management, governance and deployment of enterprise applications to public, private and hybrid cloud environments.

**Managed Security Services and Incident Response**

Our Managed Security Services extend the security of your business by enabling extensive visibility, increased compliance, rapid response and the ability to manage vulnerabilities and cyberthreats across the enterprise.

**CSC’s Incident Response (IR) Services**

CSC’s Incident Response (IR) Services can be retained on standby or activated in emergencies – before they are needed. This includes training, testing, rehearsals and coordination between your technical teams and our IR teams to preplan and position your response capabilities.

However, if you have an active cybersecurity incident, our IR Emergency Hotline should be your first call. We’ll deploy immediate help in the form of:

- Highly trained technical GO teams to identify and remediate the problem
- A full-service incident management system for secure coordination
- Regulatory reporting
- Detailed forensics, advanced malware analysis, and interfaces to business, corporate and legal departments.

**TAKE THE FIRST STEP**

Get a comprehensive Orchestrated Manufacturing Assessment to determine your organization’s readiness to take full advantage of these technologies and tools.

Send an email to manufacturing@csc.com for more information on the assessment or about supporting things better through Orchestrated Manufacturing.

See our Orchestrated Manufacturing experience at csc.com/om.

**About CSC in Manufacturing**

CSC is one of the leading business and IT solutions providers to the global manufacturing industry. We are the No. 1 supplier to the aerospace and defense industry, and we support 12 of the top 15 automotive firms. Our industry specialists in A&D, auto, industrial, chemical and high-tech manufacturing are experienced in all aspects of the business: design and development, factory floor, supply chain and aftermarket.

Learn more about CSC in manufacturing at csc.com/manufacturing.

Follow @cscinmfg on Twitter.