

# Infosys Remote Equipment Monitoring Solution



## The business imperative

The manufacturing sector is growing rapidly and today, there are different types of machines and equipment that have replaced humans in remote locations. But these equipment require periodic servicing and maintenance for operational longevity, an expensive proposition for manufacturers who end up incurring huge costs, in order to ensure the equipment continues to meet the agreed level of

service. To this end, manufacturers send their highly skilled engineers to remote locations periodically for servicing. But often, the engineers are unaware of any glitches in the equipment's operation and are left with addressing a failed equipment. Upon an unexpected failure in the machine, they end up replacing expensive parts to restore service and in some cases,

incur a penalty for service interruption. In addition, there is a potential for health hazard as engineers are sent to remote locations at the time of failure. Addressing these challenges necessitates a way to perform remote asset monitoring and maintenance for increased operational longevity, maintaining high service levels, and lowering service costs.

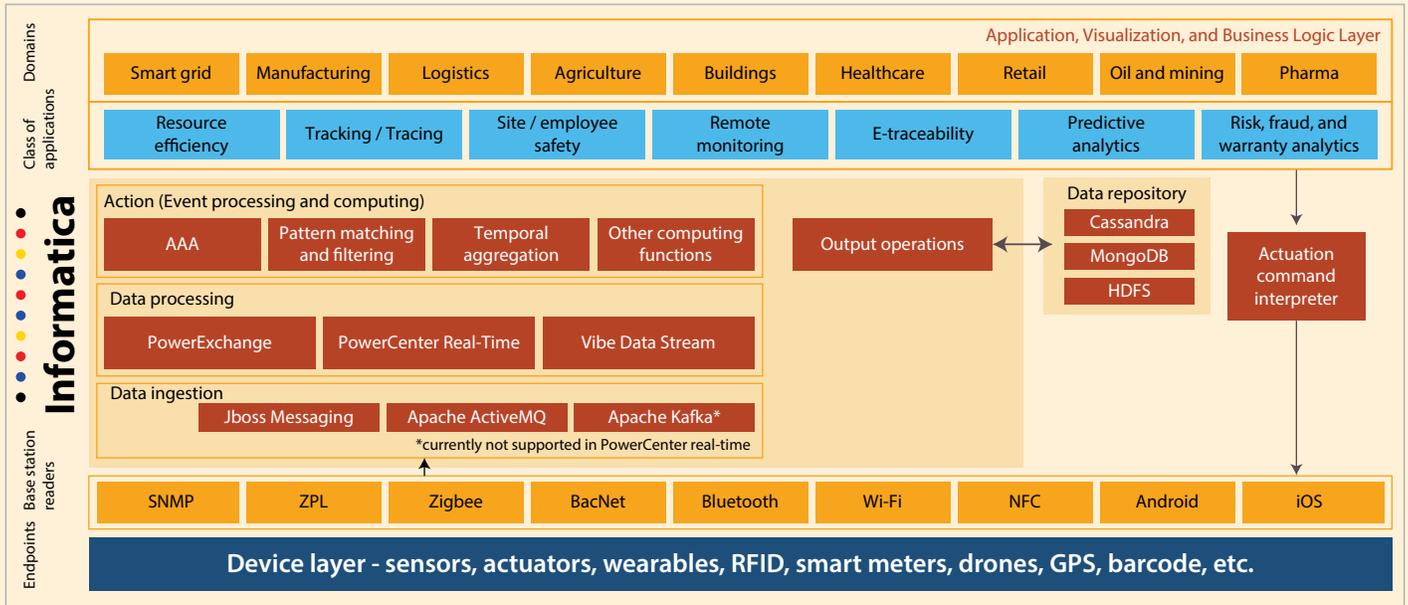
## Our solution

We, at Infosys, have designed a real-time process for remote-monitoring the vitals – temperature, pressure, RPM, etc. – of the equipment and take corrective action on identifying the first glitch in the system. This helps in preventing unexpected failures and increases the lifespan of the equipment. By deploying adequate sensors on these equipment combined with an enterprise capability to ingest this disruptive machine data in real-time, we ensure high service levels and huge cost savings for manufacturers.

## Solution architecture

As a part of our IOT services, the solution offering involves deploying industry-grade sensors on the equipment and software to ingest the streaming sensor data with a state-of-the-art command center reporting platform. Proactive incident generation on any alerts beyond the set tolerance levels and ad hoc report generation are also functionalities that help in closely monitoring the equipment. The intuitive command center dashboards can visualize the live data and communicate the

significant machine vitals for preventive monitoring. Informatica's enterprise data integration software can ingest the streaming sensor data into a big data / No SQL platform for real-time monitoring of the machine vitals. This is a part of our modernization offering for the manufacturing sector through optimize, transform, and digitize for data monetization benefits.



## The value

The lack of early information about glitches in machine activity leads to unexpected failure and huge costs in terms of replacing machine parts and transporting highly skilled engineers is a well-known problem in maintaining remote machinery. The Infosys IoT solution for remote equipment monitoring addresses these pain points and helps achieve significant **data monetization** benefits.

The deployment of industry-grade sensors combined with a real-time solution for ingesting the streaming data through Infomatica's enterprise data integration

software supported by an intuitive command center user interface helps manufacturers in identifying the glitches in the machine vitals early enough before a failure. Manufacturers can now send their engineers for servicing these equipment just when it is actually required rather than for a periodic servicing. Four major benefits are:

- **Intelligent insights:** Analytics for intelligent insights with machine data to identify flaw patterns in machinery
- **Operational efficiency through**

**increased lifespan:** Better operations with proactive and real-time decision-making, optimal use of equipment, automated incident logging

- **Improved customer intimacy through high quality of service:** Better service to customer in terms of adherence to SLAs and faster time-to-resolution
- **Monetization:** Reduced cost with streamlined operations and enables new revenue opportunities via new services and new service models

### Business benefits



#### Intelligent insights

Platform for wide intelligent insights  
• Predictive asset maintenance • Support ticket analysis • Chronic equipment analysis • Intelligent command center



#### Operational efficiency

Better operations with proactive and real-time decision-making, optimal use of equipment, automated incident logging.



#### Improve customer intimacy

Better service to customer in terms of adherence of SLAs and faster time-to-resolution.



#### Monetization

Reduced cost with streamlined operations and enables new revenue opportunities via new services and new service models.

### Technical benefits



#### Boundaryless Data Platform

Completely scalable big data solution capable with intelligent data grid, networked business products and boundaryless access to all the data.



#### Extensible across verticals

Reference architecture is modular and applicable across industries like utilities, automobiles, food, healthcare, etc.



#### Ease of integration with enterprise application

Architecture supports integration with enterprise platforms and applications and consumption via multiple devices.



#### Holistic platform for IoT Analytics

Evolving library of building blocks for IoT analytics, including multiple protocols support, complex event processing, analytical models, and applications.

For more information, contact [askus@infosys.com](mailto:askus@infosys.com)

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