

Increasing productivity and speed to market by maximizing machine health

Business goals

- Deliver measurable customer value.
- Provide technology and analytics leadership.
- Deliver best-in-class integrated solutions.
- Offer a world-class distribution system.
- Win in aftermarket.

Results

- Improved speed to market from months to days.
 - Reduced maintenance time.
 - Reduced machine downtime.
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- Supports user base of thousands of customers.
 - Backs thousands of connected machines.
 - Empowers thousands of trigger events per month.
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Challenge and vision: Providing critical customer service at speed

Committed to farm and construction professionals, this Fortune 200 company aspired to lead the world in premium agriculture and construction equipment and solutions. Transitioning from an equipment, parts, and service provider, to a solutions provider required this company to provide true value and insight to end customers operating their equipment all over the world.

Using machine telematics, the company sought to check machine health and drive solutions for customers worldwide. With such expansive size and scale, legacy software and rules engines were incapable of meeting the needs of the machine network's millions of daily transactions. The company needed a solution to:

- Enable speed in integration
- Provide automation for productivity
- Maintain audit readiness across cases
- Adapt across a diverse customer base

How Pega helped: Rapid delivery with low risk

The company partnered with Pega for an initial three-month proof of concept (POC) to quickly validate assumptions with low risk. Team members attended both Pega Business Architect Essentials and Pega Systems Architect Essentials courses prior to the POC, enabling greater understanding and team cohesion. This ultimately allowed the team to deliver additional functionality, exceeding POC expectations, and enabling speed in later projects.

This partnership, coupled with the flexibility and ease of the Pega Platform™, was integral in the decision to choose Pega for digital process automation of the new machine health capability. The team realized the benefits of its new ability to change quickly and add rich features and functionality using out-of-the-box Pega technology.

Outcome: Uncovering business value by listening to machines

The company's machine telemetry solution draws from the collective intelligence gained through data from thousands of connected machines. With the Pega Platform, machine health data is easy to read and understand, so a centralized team can take the appropriate action at the appropriate time to ensure machines are running at peak performance.

Beyond informing near-term actions, the solution enables development and deployment of solutions that help customers avoid unexpected downtime altogether. With the implementation of the Pega Platform, the company's business and IT groups were able to partner to increase speed to market for new and revised solutions for improved machine health. Business users can make rule changes when necessary and IT is fully enabled to add new integration points in hours, not weeks.

Machine health solutions increase customer success and satisfaction by improving yield and productivity and reducing maintenance costs of equipment in the field.

Leading manufacturing company

Building on a legacy of over 180 years, this Fortune 200 agriculture and construction equipment company

transformed itself into an industry-leading solutions provider. Remaining committed to its customers and core business, the company sought to go beyond optimizing its own operations, by providing value to customers and dealers by optimizing end-user business outcomes.