

# Manage O&M Knowledge

## Background

- Fleet managers and technicians have to cope with growing fleets and technical complexity
- Service technicians are overwhelmed by data and information
- Distributed knowledge about failure modes, root causes and problem solving
- Maintenance activities are inefficient and costly

## Customer benefit

- Diagnosis algorithm, explaining the background of results
- Efficient support of service technicians
- Continuous learning to build up a corporate Knowledge Base
- Enabling autonomous and cost efficient fleet operation



## Requirement

- Support service technicians during diagnosis and maintenance
- Company-wide storage of failure related knowledge and experience
- On-demand access for service technicians

## Solution

- Analysis of existing maintenance processes
- Uptime SOLUTIONS™ Analytics platform for diagnosis support
  - Dedicated Knowledge Base
  - Customizing of Model Based Reasoning Process
- Continuous support and incorporation of feedback