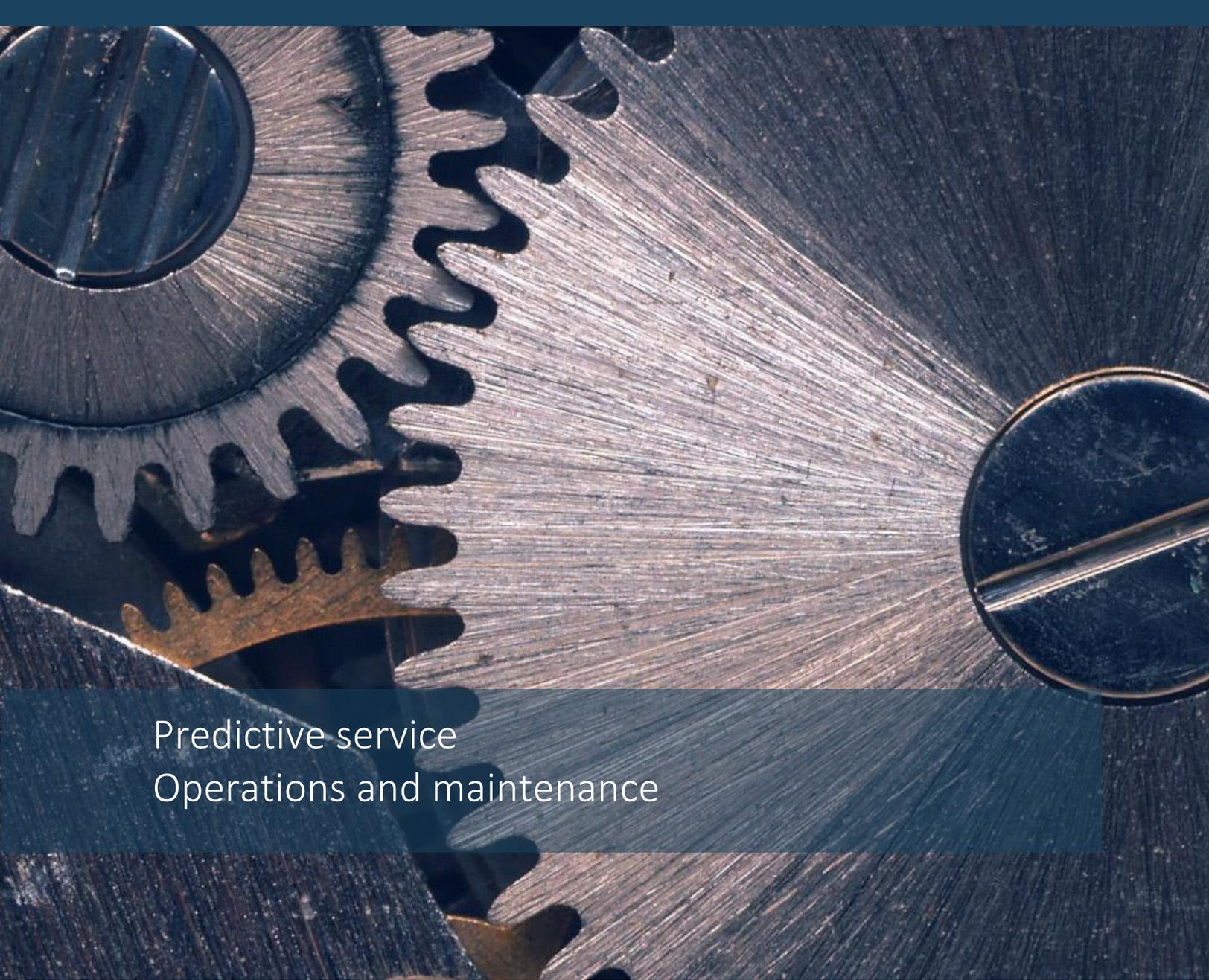


# ZEVIT



Predictive service  
Operations and maintenance

2017 ZEVIT Predictive analytics White paper

## Predictive service operations and maintenance

Another challenge is that the percentage of used data in the organization is as low as just 1 percent. The rest 99 is not exploited. The main factor stipulating this notorious phenomenon is the low level of awareness of information and data potential that the business actually generates. In this regard, knowledge management is needed to manage the wealth of big data entering the organization, as well as avoid the loss of accrued knowledge that could otherwise leave the organization. Furthermore, major growth in the availability of data is allowing service organizations to focus on technology components like machine learning, Big Data analytics, and a predictive maintenance paradigm that comprise the best exploitation of the full potential of data.

*A major growth in the availability of data is allowing service organizations to focus on technology components like machine learning, Big Data analytics, and a predictive operations and maintenance paradigm that comprise the best exploitation of the full potential of data.*

## Predictive service operations and maintenance

Technology continues to shape the OPEX-heavy field service industries. Along with an increasing emphasis on mobile, major growth in the availability of data is allowing service organizations to focus on technology components like machine learning and predictive analytics with Big data.

Predictive analytics is the use of data, statistical algorithms and machine learning techniques to identify the likelihood of future outcomes based on historical data. The goal is to go beyond knowing what has happened to provide the best assessment of what will happen in the future. Service organizations are turning to predictive analytics to embrace a new era of predictive service operations and maintenance paradigm that envisions an end to the break/fix service model, predicting equipment failures and future resource needs, mitigating safety and reliability risks, or improving overall performance.

## Our services

- Best practice analytical toolbox for predictive monitors, including:
  - Analytical methods - statistical and Machine learning
  - Failure types
  - Sensor types
- Establishment effective business processes across the organization to enable collaboration between different departments in order to generate value from the data, knowledge and experience they have
- Design and implementation of a comprehensive technical platform to operationalize the monitors
- Execution of our predictive monitors together with the customer for its effective transition from reactive to condition-based and predictive service operations and maintenance.

## Your benefits

1. Analytical monitors help your organizations to increase the reaction time to service while better allocating the scarce resources and cutting OPEX.
2. Monitors keep your customers satisfied while reducing service disruptions and increasing uptime of their assets.
3. Predictive analytics empowers your technicians with the awareness of root causes of the problems and with better preparation for first-time fix service.
4. Prognostic approach and reliability models warn you if the problems are likely to happen again and how you can mitigate the risks.
5. Transition from reactive to predictive service operations.