IOT VALUE ROADMAP VERSION 2.0

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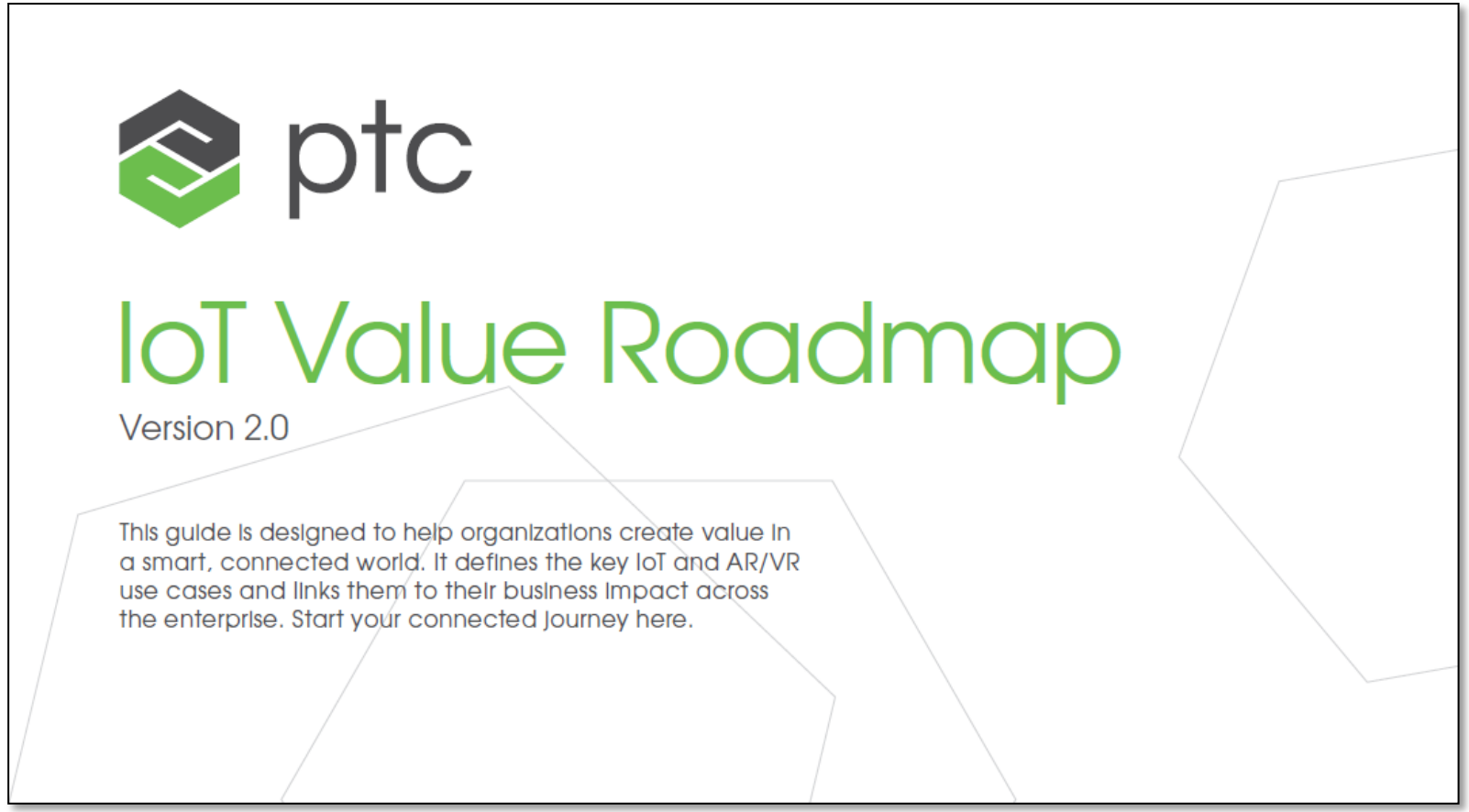
IOT VALUE ROADMAP – VERSION 2.0

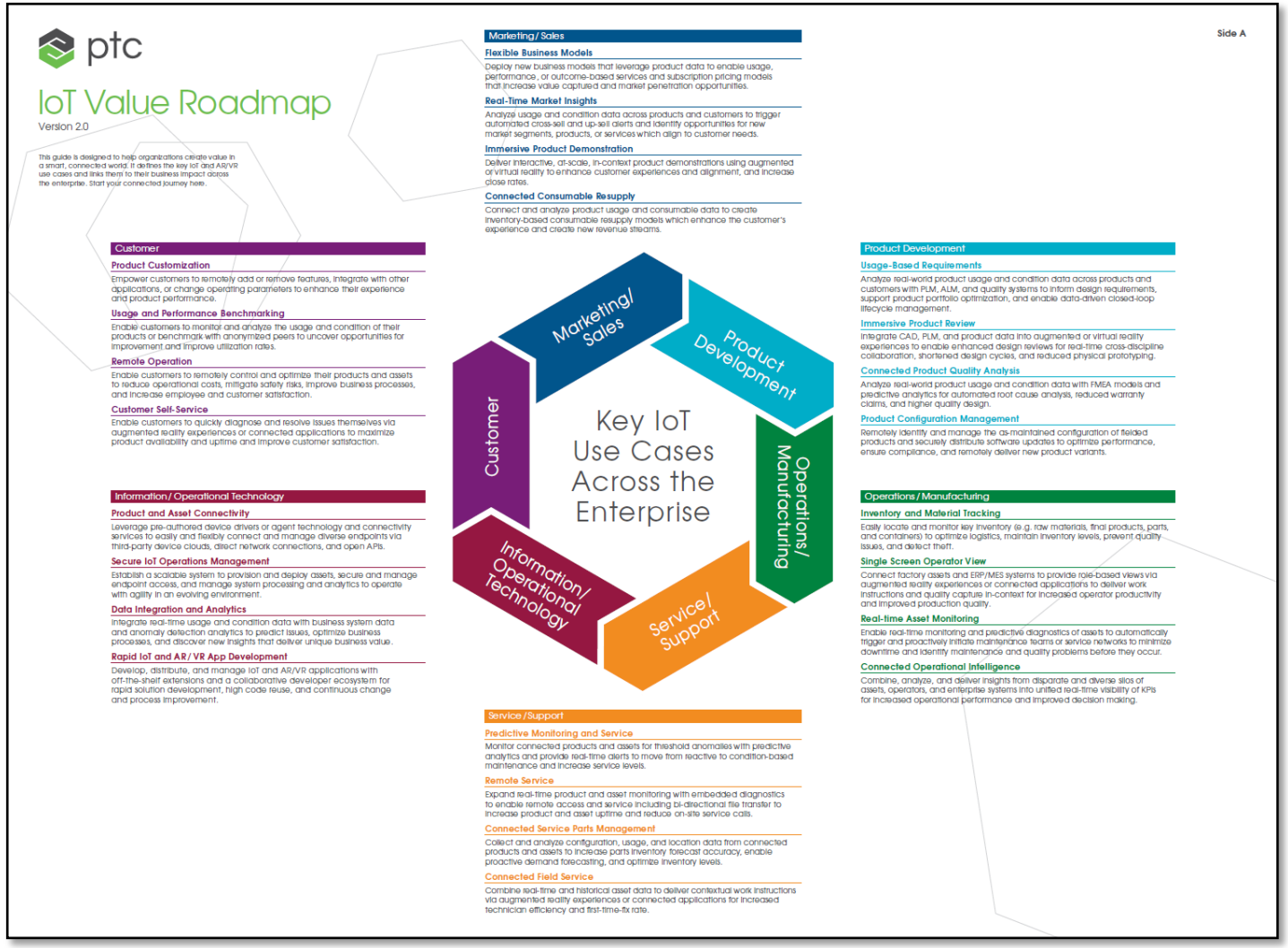


IOT VALUE ROADMAP OBJECTIVES

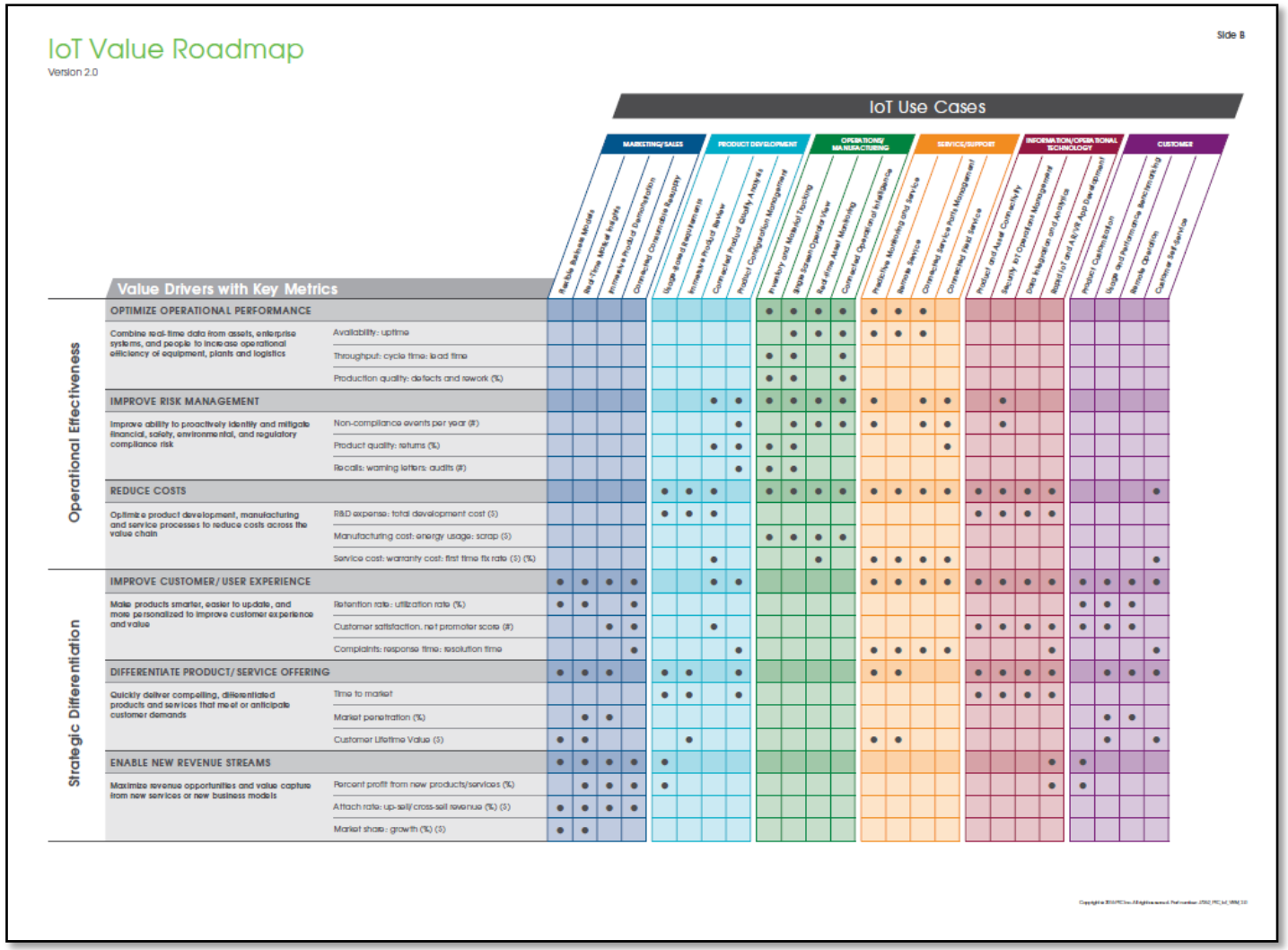
- Poster sized discussion guide to help organizations identify and prioritize IoT and AR/VR use cases
- Defines the top 24 IoT use cases based on hundreds of customer interactions
- Links IoT use cases to the common business value impact and relevant metrics

IOT VALUE ROADMAP – SIDE A

- Covers 6 critical business functions that can be transformed with IoT
- Prioritizes top 4 use cases for each function based on prevalence and value
- Includes IoT and AR/VR capabilities to enable these use cases



IOT VALUE ROADMAP – SIDE B



- Defines 6 critical Value Drivers for Operational Effectiveness and Strategic Differentiation
- Identifies common Metrics used to measure progress towards these Value Drivers
- Links Value Drivers and Metrics to the IoT use cases across business functions

PREDICTIVE MONITORING AND SERVICE

Description

Monitor connected products and assets for threshold anomalies with predictive analytics and provide real-time alerts to move from reactive to condition-based maintenance and increase service levels.

Value Drivers

- Optimize Operational Performance
- Reduce Costs
- Improve Customer / User Experience
- Differentiate Product / Service Offering

Measures

- Availability; uptime
- Non-compliance events per year
- Service cost; warranty cost; first time fix rate
- Complaints; response time; resolution time
- Customer Lifetime Value

PREDICTIVE MONITORING AND SERVICE

Major provider and partner for the global printing industry, with about 12,500 employees and € 2.5B

The Challenge

The trend towards digital communications is having a major impact on the printing industry. Overall, the printing industry has considerable excess capacity resulting in consolidation and price wars.

Results

Today, Heidelberg generates about 40% of its sales from services, consumables and spare parts and it continues to reorient its product portfolio towards global growth segments, especially consumables and services.

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The Challenge

The trend towards digital communications is having a major impact on the printing industry. Overall, the printing industry has considerable excess capacity resulting in consolidation and price wars.

Results

The combination of predictive monitoring and automated notification reduced response time by 50%. Today, Heidelberg generates about 40% of its sales from services, consumables and spare parts.

WORKSHOP

- ❑ Connect with colleagues on IoT and AR/VR use cases
- ❑ Engage with PTC experts by function of interest
- ❑ Take a copy of the IoT Value Roadmap

WORKSHOP LEADERS

- **Engineering:** Mike Fallon
- **Manufacturing/Operations:** Sam Cessna
- **Marketing/Sales:** Mike Cousino
- **Service:** Elio Trolio

QUESTIONS OR COMMENTS

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