

Industry 4.0 / Digital Operations will change business (models)

Example: Remote diagnostics leads to increased asset monitoring and utilization..



Trends and challenges

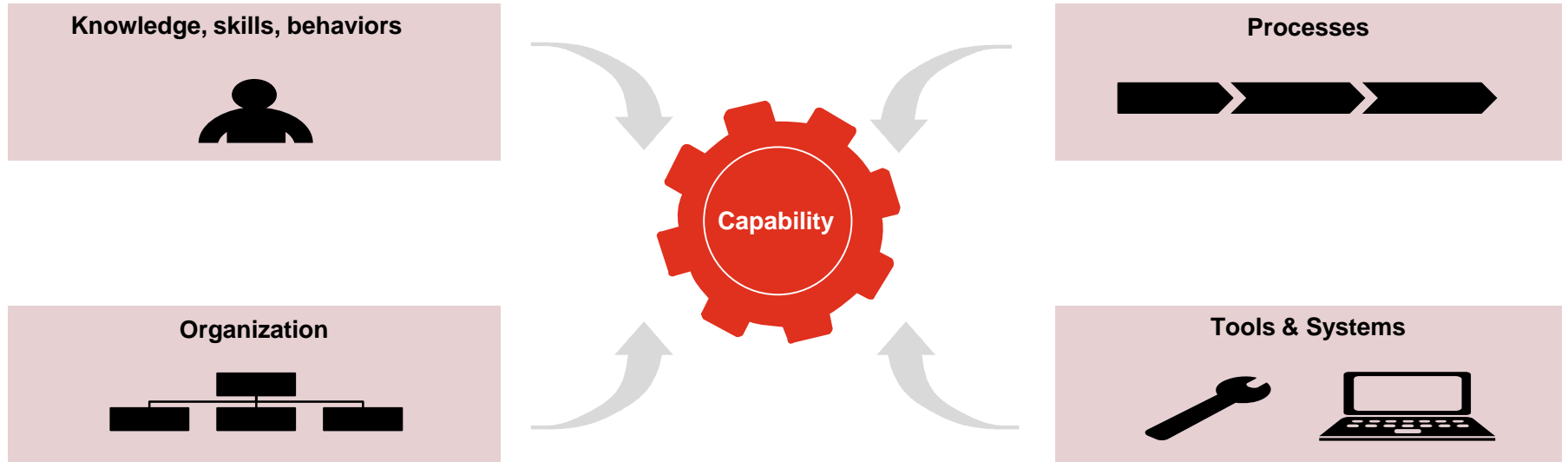
- **Continuous monitoring of** vehicle's auxiliary systems
- **Suggest repair shops** in the vicinity or on route, **order spare parts** before the vehicle even breaks down
- Schedule preventive repairs **when logistically and timely optimal**
- **Integrated service agreement** possibilities
- **Improves repair shop utilization**, increases spare-part profits and customer satisfaction
- **OEM advantage:** detailed understanding of vehicle and access to control of electronics



Remote diagnostics can prolong a truck's service life and reduce maintenance costs by up to 5%

Capabilities are the key element of value creation

we define them as a combination of people, processes, systems, and organization



Which capabilities do you need to launch for your new service offerings ?