

Developing Predictive Maintenance for Industrial Machines

IoT Case Study

We have helped an international manufacturer of industrial machines to design and implement a predictive maintenance service together with a technology partner. Through high-speed collection and analysis of a large number of different machine data (big data), our client's customers are able to identify issues with the machines before they become apparent during operation and can take preventive steps.

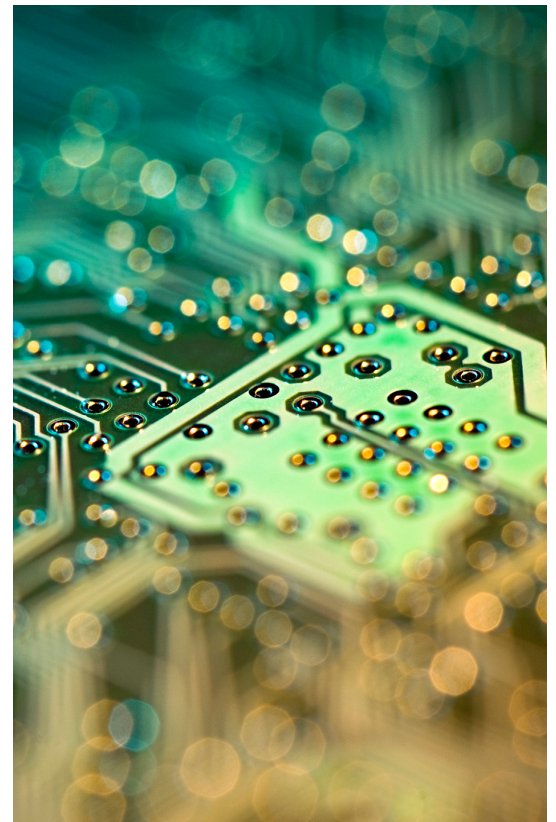
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Project Challenges

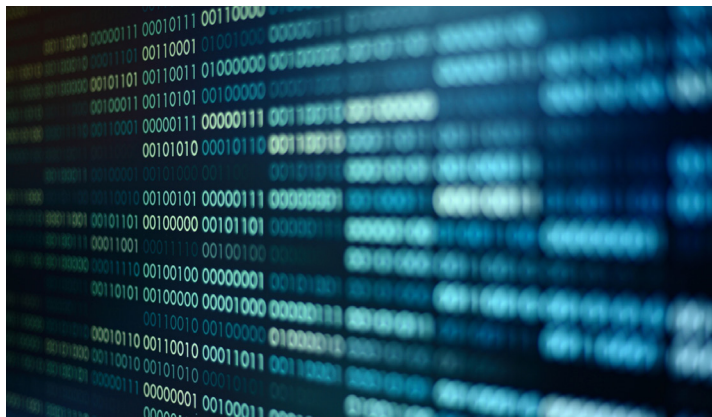
The project was a challenge because it involved a new type of service with new service requirements, liability risks etc. Further it was a challenge because of the amounts and types of data collected and processed for the service. The client wanted to use the machine data of its customers also for the design and performance of own, new services. However, the interest of its customers was generally to limit the use strictly to the performance of the predictive maintenance. The reason for their reluctance was that the data could include sensitive information (e.g., data regarding a secret, customer-specific production process) which they do not want to be used in other services (which could eventually be provided to their competitors).



Results

We supported our client in the negotiations and helped to design a reliable service concept with an appropriate allocation of liability etc. Moreover we have helped the client on a balanced concept regarding the use of the customer data for own purposes.

The project was a success and our client has been successfully offering and performing predictive maintenance service to its customers since then.



Practices At-a-Glance



Technology



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