



## Live Enterprise - Digital Maintenance Assistant



**Function:** Manufacturing, Utility  
**Processes:** Enterprise Asset Management  
**Industry:** Consumer & Industrial Products

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### Business Driver

The key business drivers are

- ✓ Safety concerns for hands-on staff such as maintenance workers
- ✓ Inability to access enterprise applications system in restricted, sanitized and controlled environments like shop-floors
- ✓ Cost and effort of training users impacted by large transformation programs
- ✓ Reduced efficiency of customer service representatives in leveraging enterprise real time and historical data

### Solution Overview

- ✓ Voice based interactive enterprise assistant powered by Google Home®, Machine Learning and SAP® Cloud Platform
- ✓ Machine Learning based interactive chatbot
- ✓ Enterprise assistant controlled integrated UI dashboard

### Features

#### Voice Activated Digital Assistant

- ✓ Google Home based voice Assistant
- ✓ Translate voice to SAP® Business Objects through natural language processing
- ✓ Digital dashboard visualizing maintenance instruction based on voice commands
- ✓ Visual Enterprise to render 3D drawings
- ✓ Real-time integration into IOT sensors on the shop floor

#### Mobile Chat App

- ✓ Machine learning based chatbot
- ✓ Translate chat text to SAP Business Objects through natural language processing
- ✓ Identify assets by image characteristic
- ✓ Integration into real-time nearby sensors

### Potential Benefits

- ✓ Reduced effort, time and money on training support staff
- ✓ Resource optimization and efficient utilization of skill set
- ✓ Increased safety of users with primary focus on assigned work
- ✓ Guided support for the users to perform the assigned work
- ✓ Self learning assistant providing predictive outputs and analytics



IoT

- Google Home
- Sensors



Core SAP

- SAP S/4HANA®
- SAP Cloud Platform



Analytics

- Predictive Analytics



Machine Learning

- Natural Language Processing
- Vision API

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