



## Live Enterprise - Digital Maintenance Assistant

### Function:

Manufacturing, Utility

### Processes:

Enterprise Asset Management

### Industry:

Consumer & Industrial Products (C&IP) – Automotive; C&IP – Consumer Products; C&IP – Industrial Products & Services, Cross-industry

### Business Driver

- 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

### Solutions Overview

The voice-based interactive Live Enterprise assistant—powered by Google Home®, machine learning, and SAP® Cloud Platform—improves maintenance processes. Its machine learning-based interactive chatbot and enterprise assistant controlled integrated UI dashboard ensures more efficient use of resources and more effective overall performance.

### Features

#### Voice-activated Digital Maintenance 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 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

- Continuously analyze each month's transactions to increase testing procedures
- Automatic exception handling

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