



Let's Solve



A Larsen & Toubro  
Group Company

## Case Study

# Mosaic Decisions Improved Condition-based Maintenance for Better Customer Satisfaction of **Leading Elevator Company**



## Quick snapshot of business benefits

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**42%**

Reduction in overall  
execution time

**90%**

Reduction in time to  
onboard a new country

**80%**

Re-usability achieved in all  
information assets for the solution

Here is a transformation story, where we provided a Leading Elevator Company with a solution for predictive maintenance of their equipment and increasing their customer satisfaction.

## Business needs & challenges

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The client, the world's largest manufacturer of vertical transportation systems, wanted to build a Condition Based Maintenance (CBM) Data Pipeline Factory to support more than 100 countries, using sensor data to create re-usable data pipelines for each country. The as-is process for each country used to take 20+ weeks to complete which they wanted to reduce. They also struggled with maintenance related service orders fulfilments.

LTI deployed its Mosaic Decisions Platform, on Azure Cloud, and configured it to ingest sensor data and build data pipelines to normalize and prepare the data to be fed to machine learning models for predictive maintenance. LTI-Mosaic Decisions setup leveraged Azure PaaS and the inter system integration with Azure BLOB & Azure SQL was achieved using APIs, thereby abstracting technical complexities. Re-usable data pipelines were built to manage analytical requirements to reduce time and cost to onboard a new country.

LTI's Mosaic Decisions reduced the data preparation time from weeks to one hour and provided action-driven analytics for IoT-integrated diagnostics that can help large manufacturers improve fault detection and predict anomalies early.



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