23rd April 2024

INDUSTRILITY

Operational Digital Twin Powering new business models for OEMs

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Founder, Chief Revenue Officer

Mission and Focus

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Increase Parts revenue

Increase Services revenue

Drive **after-sale revenue** for **Industrial OEMs and distributors** using **Digital Twin** and **Servitization**

Asset-centric
Silo-free
Always growing
Real-time

IoT/Telemetry
Parts
Service
Warranty
Inspections
3D/2D

Connected Services
Post-sale
Recurring revenue
High Margin

New Business Models (EAAS)
Dynamic AMCs
Dynamic Warranty

Powerful After-sale Unified Experience for Your Installed Base

Increase Brand Value and Loyalty with connected installed base experience

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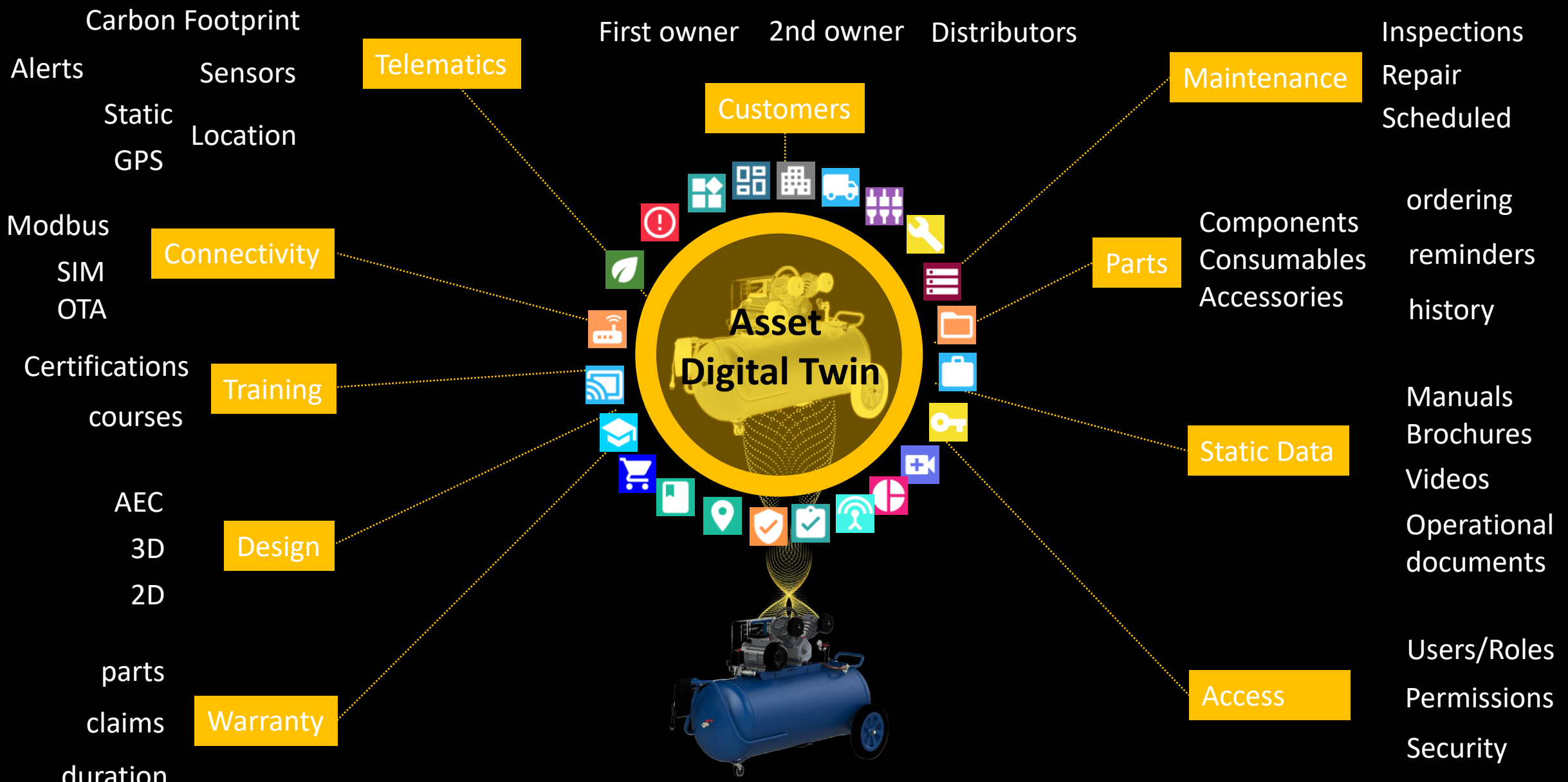


MACHINES

Hydrogen Compressor

- Sophisticated and Engineered Product
- Global Customer base (Direct, Distributors and OEMs)
- Powering renewable energy

Problem Statements:

- Ease of doing business
- High uptime
- Parts identification
- Service

MACHINES
9032-22-11
Powered by
INDUSTRILITY
MY PDC MACHINES
Jump to...
Assets / 8603A_1310257
ASSET IMAGE
ASSET INFORMATION
Asset
Serial #
Telematics #
5927830366
Owner
Make
PDC
Model
PDC-13-4500(100%)-15000(75%)
Vendor
ASSET STATUS
Availability
Last Connected
Runtime
Alerts & Faults
Maintenance
Parts Expired
Connector Type
INFO
LOCATION
TIMELINE
DOCUMENTS
PARTS
MAINTENANCE
SUBSCRIBERS
Search
Name
DWG #
Buy
Annual Maintenance Kit
Maintenance Kit
Commissioning Kit
Capital Equipment Kit
GENERAL ARRANGEMENT
PDC-13-4500(100)-15000(75)-002
HYDRAULIC COMPONENTS IN PIE
SHIPPING COMPONENTS
Rows per page:
10 rows
1–8 of 8
Welcome to the MyPDCMachines portal where you can manage the operational digital twin of your installed PDC machines, track and manage your planned maintenance programs, find and order maintenance kits and spare parts, and increase overall reliability of your machine.
Username
pdc@industrility.com
Password
LOGIN
Forgot Password?
© Industrility
Terms of Use
Privacy Policy
Support

MyPDC Overview

Real-time Sensor Data (Future)

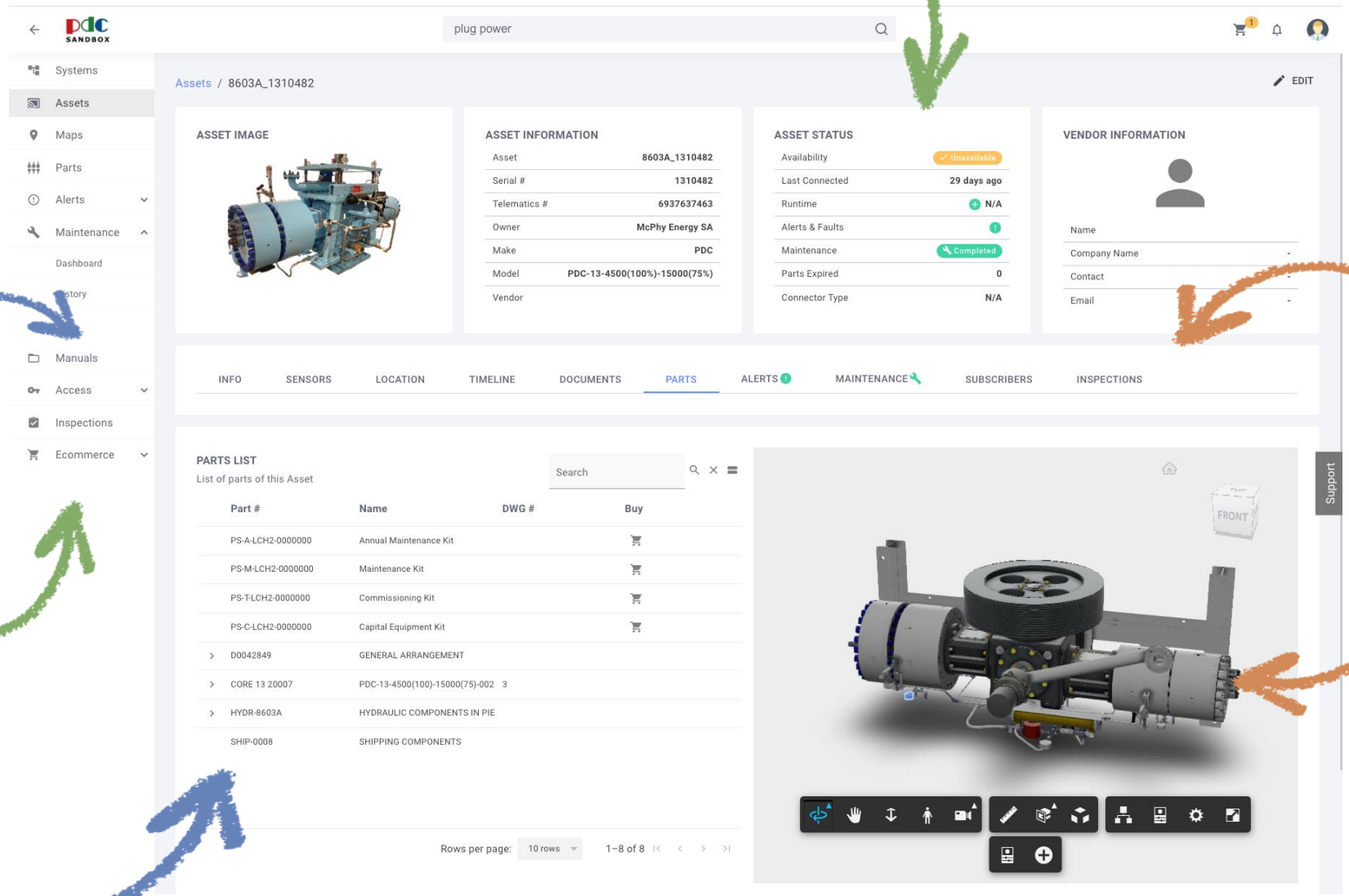
All Manuals, IOM, P&ID, Test Docs available in one place, nicely tagged

Proactive Maintenance Reminders and Reports

Full Orderable Searchable BOM And Parts/Kits with Plug Power Part #

Standard Operating Procedures and Inspection Checklists

3D Parts Mapping for every orderable part



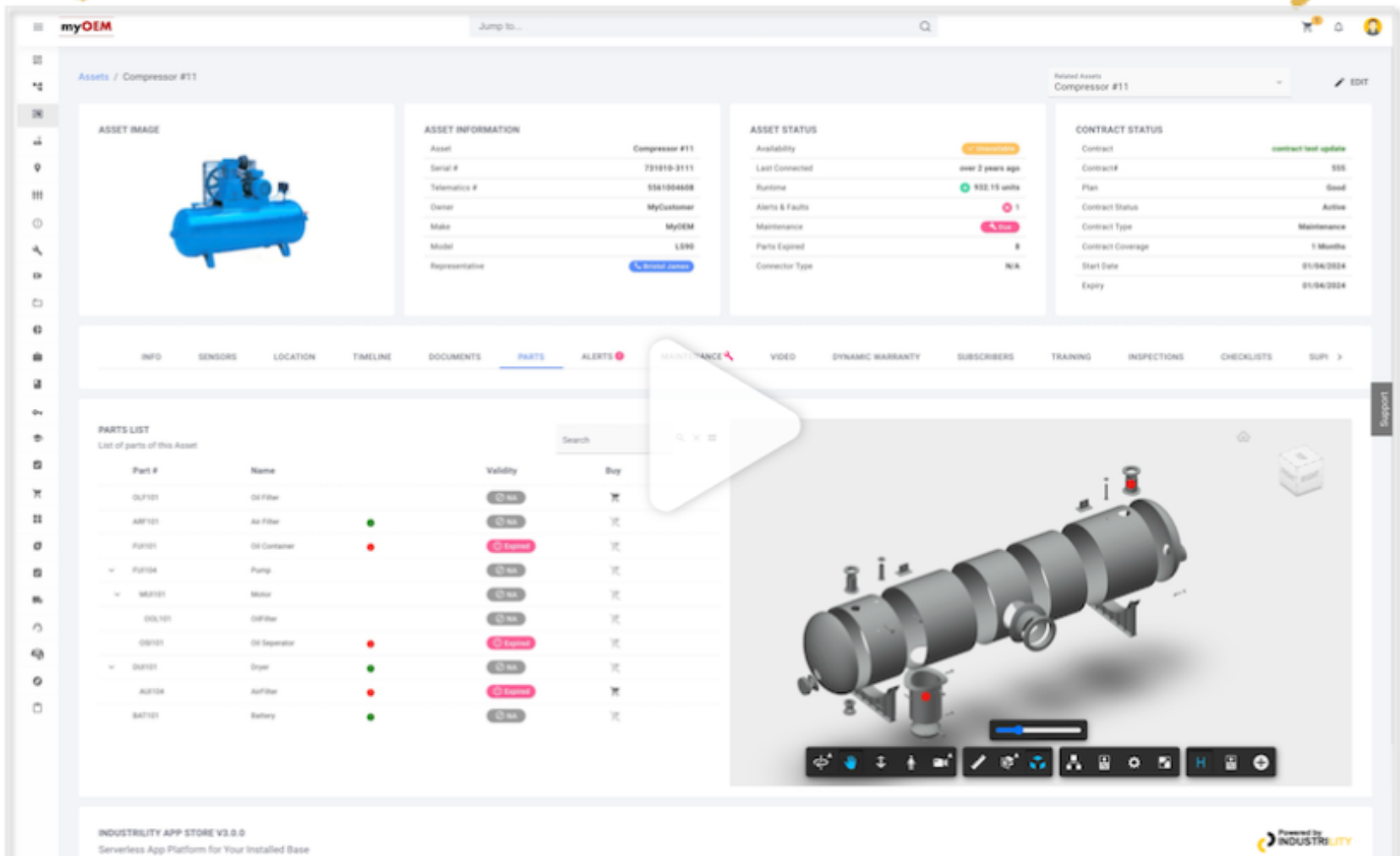
Enabling OEM's Vision

"I promise to be by your side throughout the entire lifetime of your equipment"

Digital After-sales. Reimagined.

White-labeled: Personalized And Customized Site with your Branding

Securely Hosted Cloud Platform: Available to you Anywhere, Anytime on Any Device



Flexible: Modular and Purpose-Built Apps to Get Started Quickly

Asset-Centric: All Information about your **Asset and Systems** available in one-place, at your fingertips

Service Evolution using Digital Twin

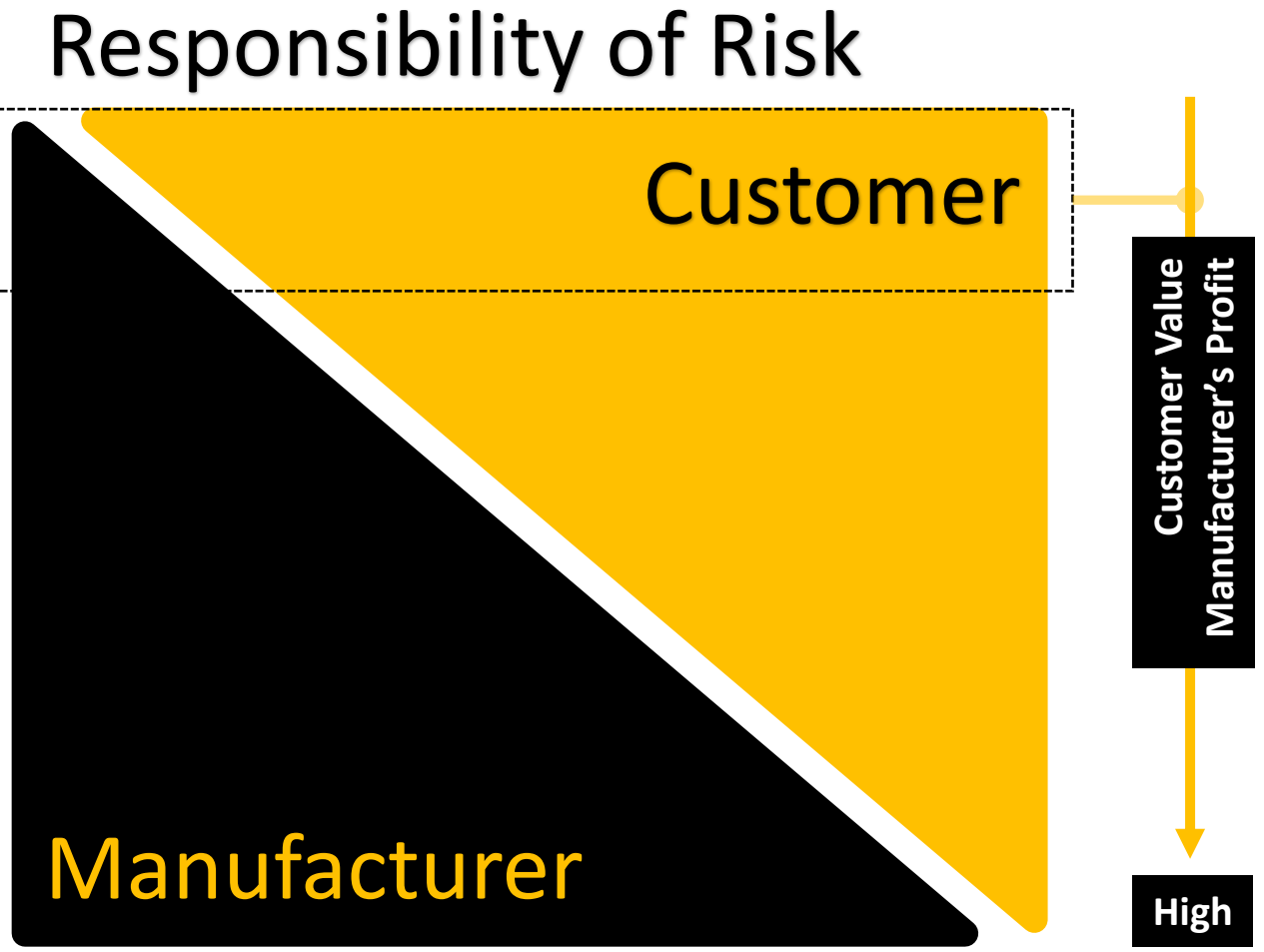
Level 1
- Product and Support

Level 2
- Service / Preventative Maintenance

Level 3
- Parts and Service

Level 4
- Managed Service and guarantees

Level 5
- Equipment-as-a-Service



Ultimate Transformation

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Win-Win Benefits

For OEMs

- **Increase after-sale revenue** by selling more parts, software and services
- **Data-driven services** for customers expecting premium support
- **New product improvements** with real equipment usage and env data
- **Faster innovation** to get competitive advantage

Service Agents

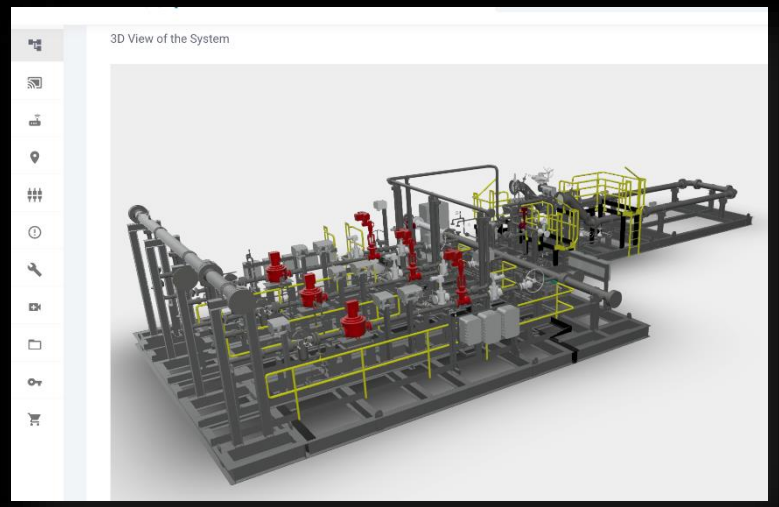
- **Timely reminders** for maintenance service and customer delight
- **Faster fix** with all the equipment data and past maintenance history all in one place
- **Lower cost** by remote monitoring and reduced repeated visits
- **Advanced Maintenance** by implementing prescribed checklists, repair and efficiency recommendations from OEMs

For Owners

- **Reduce downtime** by maintaining the system on time with genuine spares
- **Increase asset lifetime** and system health
- **Faster fix** with condition based monitoring and predictive maintenance
- **Improve** energy and asset **utilization**

Customer Case Studies

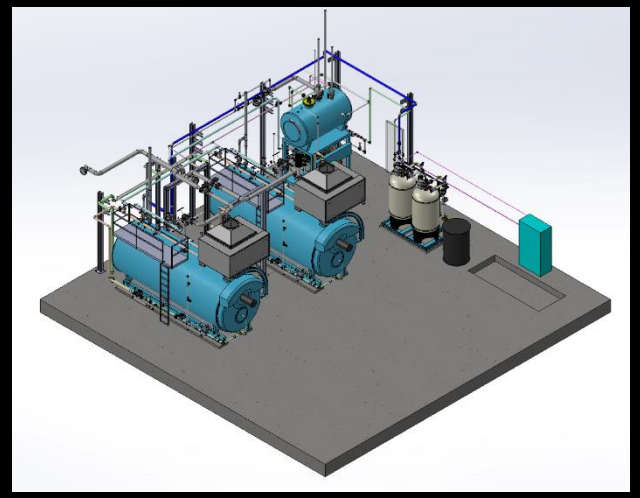
A Large System Integrator (UK)



QR Code to Parts and Manuals
Unconnected Machines

Transformed into an After-sale Solutions Company

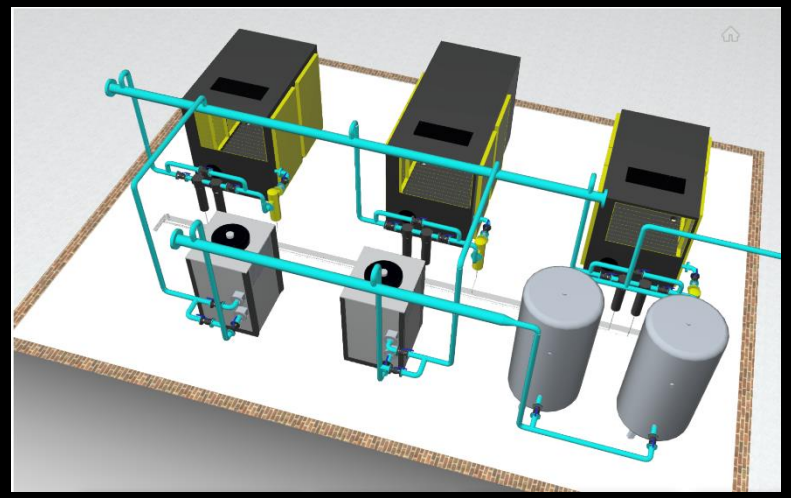
An Industrial Boiler (US)



Maintenance Warranty Uptime Program
Standardized Inspections Checklists

Broke down data silos and created a new revenue stream

Hydrogen Compressor (US/EU)



Real-time IoT Monitoring and Alerts
Repair Recommendations

Asset-centric Digital Twin for Its diverse Installed Base

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Leading digital After-sales Solution for Manufacturers

Our modular SaaS software with IoT and Generative AI along with consulting services delivers an accelerated journey for machine manufacturers to growing their installed base and increasing their aftermarket revenue.

27+
Apps

100K+
Assets

SaaS Software

3000+
Connected

2018
Established

Founders with 25+ years of experience from

HITACHI · Rolls-Royce · aws · Honeywell

Top brands in these industries trusts us

Boilers	HVAC	Printing
Packaging	Construction	Material Handling
Milling	Hydrogen Fuel	Oil and Gas

and more...

Technology partners we work with

aws · OpenAI · salesforce · Microsoft · serverless · SORACOM You create. We connect. · MULTITECH

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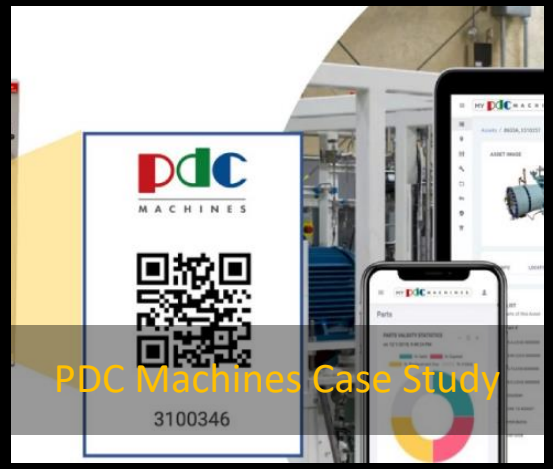
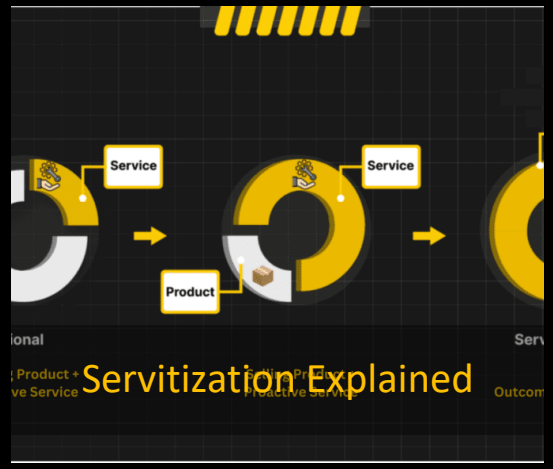
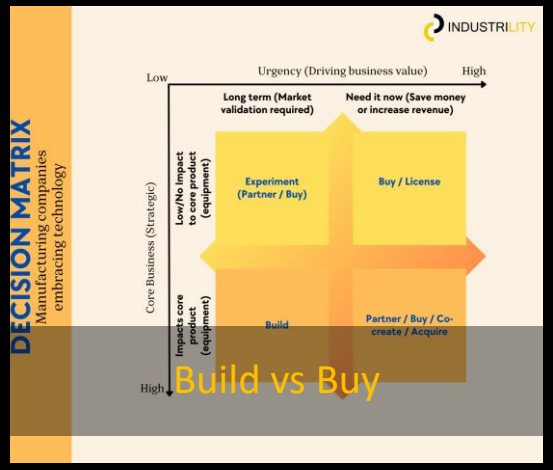
Whitepaper: GenAI for OEMs



PDC Machines Case Study



Servitization Explained



Build vs Buy

Why Aftersales matters?

Power of QR Codes

Resources

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Founder, Chief Revenue Officer