



# Operational **Digital Twin** Powering new business models for OEMs



Achint Varia  
Founder, Chief Revenue Officer

## Mission and Focus

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

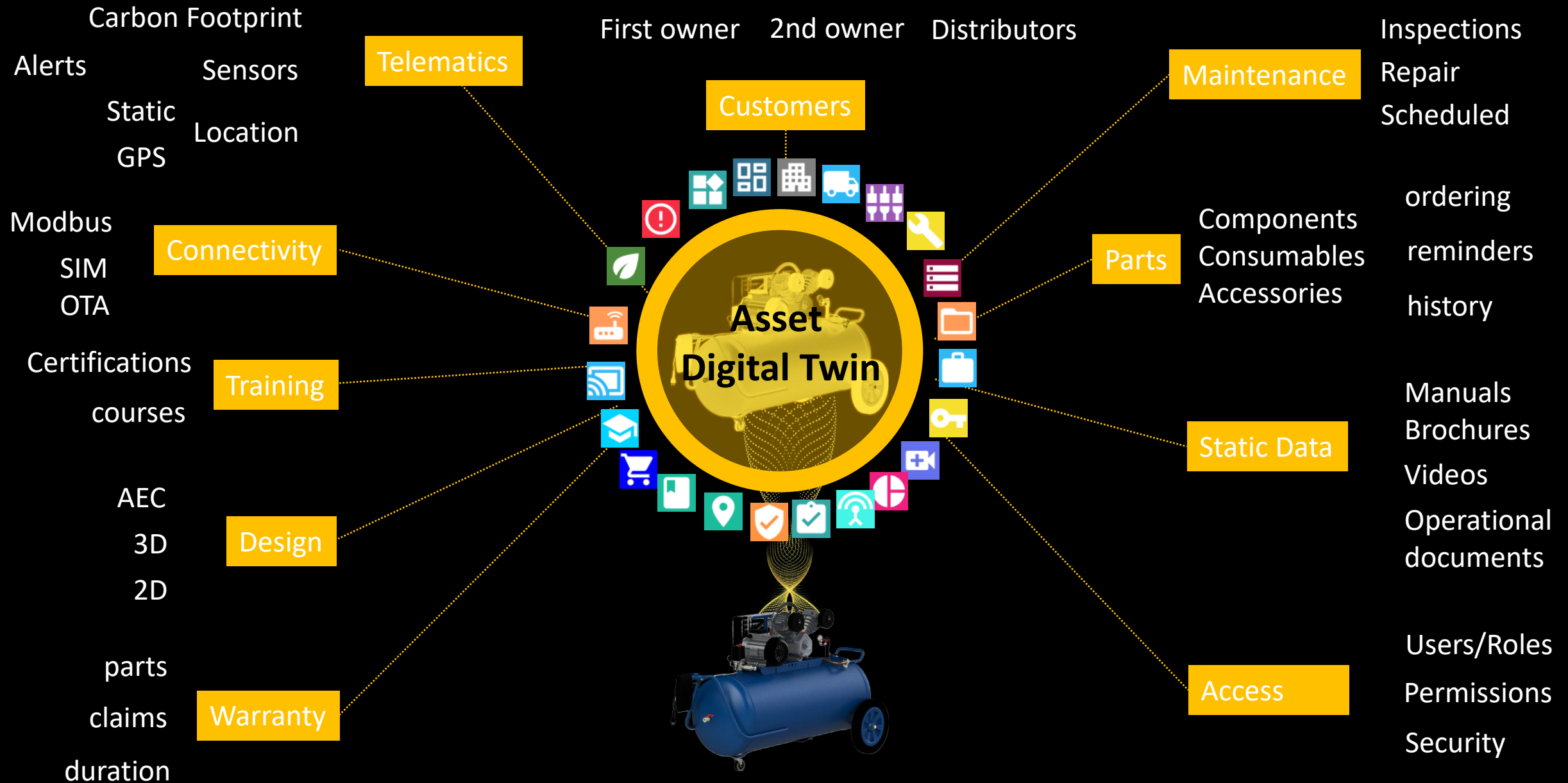
Connected Services  
Post-sale  
Recurring revenue  
High Margin

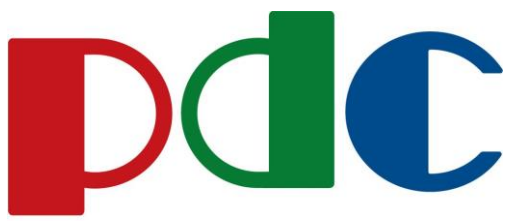
New Business  
Models (EAAS)  
Dynamic AMCs  
Dynamic  
Warranty

# Powerful After-sale Unified Experience for Your Installed Base



Increase Brand Value and Loyalty with connected installed base experience





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**



# 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

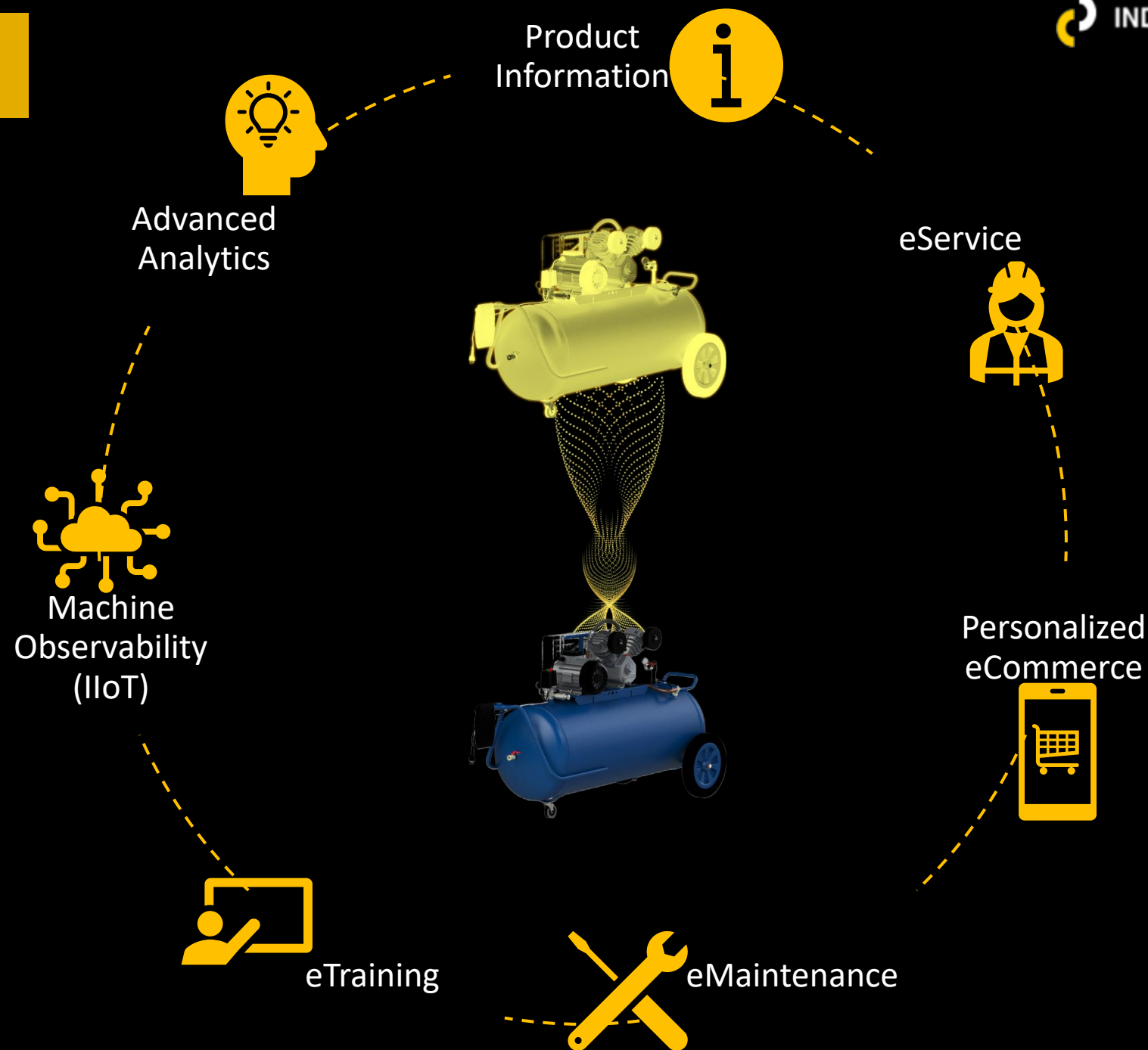
3D Parts Mapping  
for every  
orderable part

The screenshot displays the MyPDC web application interface. The top navigation bar includes the PDC Sandbox logo, a search bar with 'plug power' entered, and user profile icons. The left sidebar contains a menu with options: Systems, Assets (selected), Maps, Parts, Alerts, Maintenance, Dashboard, History, Manuals, Access, Inspections, and Ecommerce. The main content area shows the details for asset 8603A\_1310482. It includes an 'ASSET IMAGE' of a blue industrial machine, 'ASSET INFORMATION' (Asset: 8603A\_1310482, Serial #: 1310482, Telematics #: 6937637463, Owner: McPhy Energy SA, Make: PDC, Model: PDC-13-4500(100%)-15000(75%), Vendor), 'ASSET STATUS' (Availability: Unavailable, Last Connected: 29 days ago, Runtime: N/A, Alerts & Faults: 1, Maintenance: Completed, Parts Expired: 0, Connector Type: N/A), and 'VENDOR INFORMATION' (Name, Company Name, Contact, Email). Below this is a tabbed interface with 'PARTS' selected. The 'PARTS LIST' shows a table of parts for this asset, including Annual Maintenance Kit, Maintenance Kit, Commissioning Kit, Capital Equipment Kit, and various assembly kits. A 3D model of the machine is shown on the right, with an orange arrow pointing to a specific part. The bottom right corner has a 'Support' button.

Part #	Name	DWG #	Buy
PS-A-LCH2-0000000	Annual Maintenance Kit		
PS-M-LCH2-0000000	Maintenance Kit		
PS-T-LCH2-0000000	Commissioning Kit		
PS-C-LCH2-0000000	Capital Equipment Kit		
> D0042849	GENERAL ARRANGEMENT		
> CORE 13 20007	PDC-13-4500(100)-15000(75)-002 3		
> HYDR-8603A	HYDRAULIC COMPONENTS IN PIE		
SHIP-0008	SHIPPING COMPONENTS		

## 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

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

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

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

The screenshot displays the myOEM digital after-sales platform interface. The top navigation bar includes a search bar and a 'Jump to...' dropdown. The main content area is divided into several sections:

- ASSET IMAGE:** A 3D model of a blue compressor.
- ASSET INFORMATION:** A table with details for 'Compressor #11':

Field	Value
Asset	Compressor #11
Serial #	731810-2111
Telematics #	5541004608
Owner	MyCustomer
Make	MyOEM
Model	LS90
Representative	[Link]
- ASSET STATUS:** A table with operational metrics:

Field	Value
Availability	[Indicator]
Last Connected	over 2 years ago
Runtime	932.15 units
Alerts & Faults	1
Maintenance	[Indicator]
Parts Expired	0
Connector Type	N/A
- CONTRACT STATUS:** A table with contract details:

Field	Value
Contract	contract test update
Contract#	555
Plan	Good
Contract Status	Active
Contract Type	Maintenance
Contract Coverage	1 Month
Start Date	01/04/2024
Expiry	01/04/2024

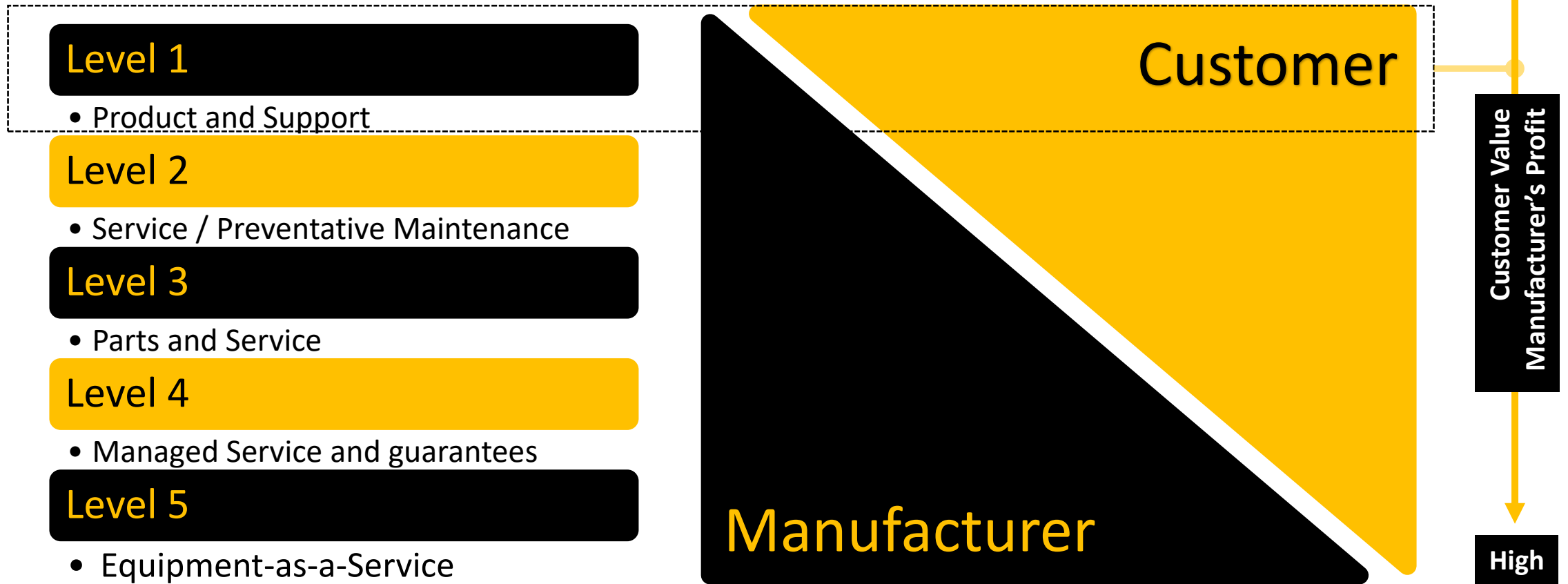
Below these sections is a horizontal navigation bar with tabs: INFO, SENSORS, LOCATION, TIMELINE, DOCUMENTS, **PARTS**, ALERTS, MAINTENANCE, VIDEO, DYNAMIC WARRANTY, SUBSCRIBERS, TRAINING, INSPECTIONS, CHECKLISTS, and SUPPLY. The 'PARTS' tab is active, displaying a 'PARTS LIST' table:

Part #	Name	Validity	Buy
01F101	Oil Filter	[Indicator]	[Link]
01F101	Air Filter	[Indicator]	[Link]
01F101	Oil Container	[Indicator]	[Link]
01F104	Pump	[Indicator]	[Link]
01F101	Motor	[Indicator]	[Link]
01L101	Oil Filter	[Indicator]	[Link]
01S101	Oil Separator	[Indicator]	[Link]
01S101	Dryer	[Indicator]	[Link]
01F104	Air Filter	[Indicator]	[Link]
01F101	Battery	[Indicator]	[Link]

To the right of the parts list is a large 3D model of a cylindrical industrial component, likely a compressor or pump, with various ports and a control panel. The bottom of the interface shows the 'INDUSTRY APP STORE V3.0.0' and 'Serverless App Platform for Your Installed Base'.

# Service Evolution using Digital Twin

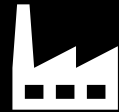
## Responsibility of Risk



 **Ultimate Transformation**

## 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

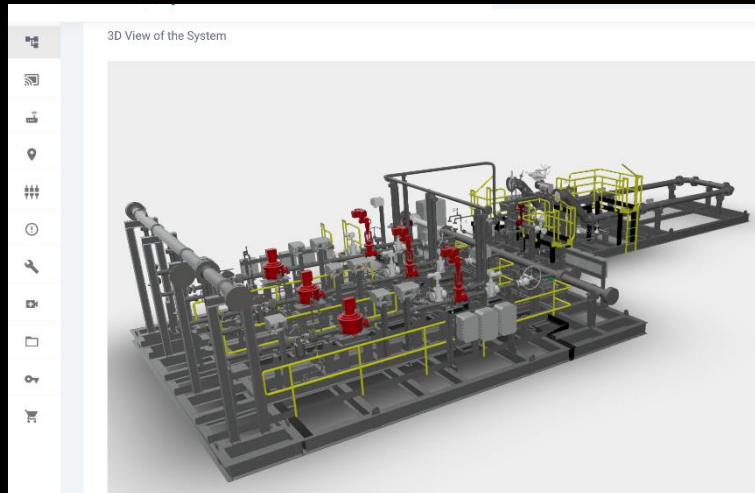
### For Owners



- **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

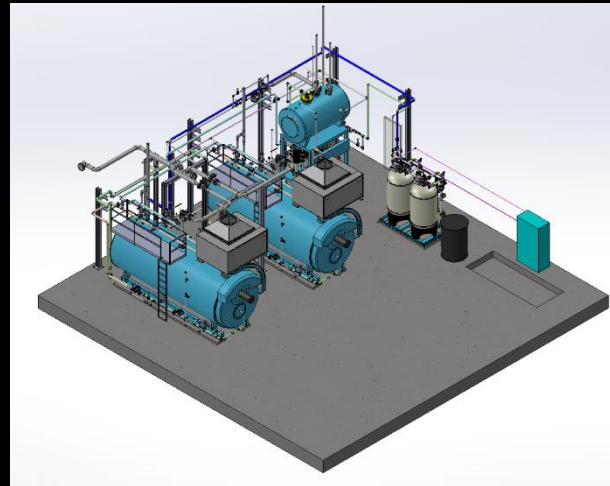
## A Large System Integrator (UK)



QR Code to Parts and Manuals  
Unconnected Machines

Transformed into an After-sale  
Solutions Company

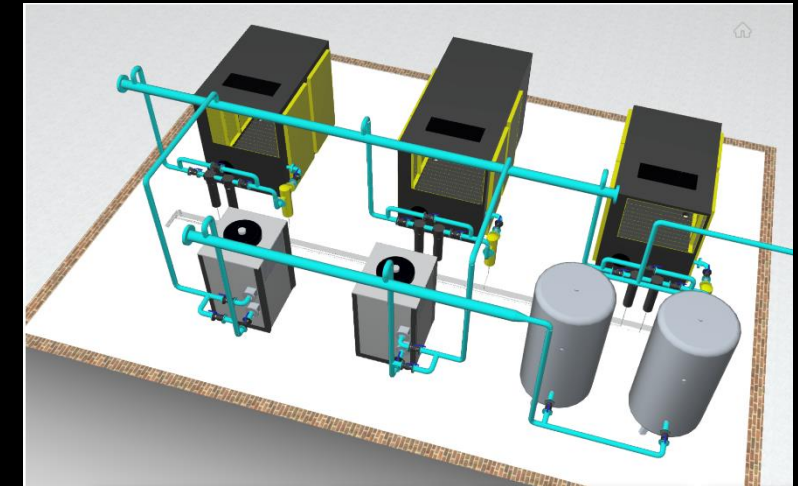
## An Industrial Boiler (US)



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



## 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



SaaS Software

**3000+**

Connected

**100K+**

Assets

**2018**

Established

Founders with 25+ years of experience from

**HITACHI**



**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



**OpenAI**



**Microsoft**

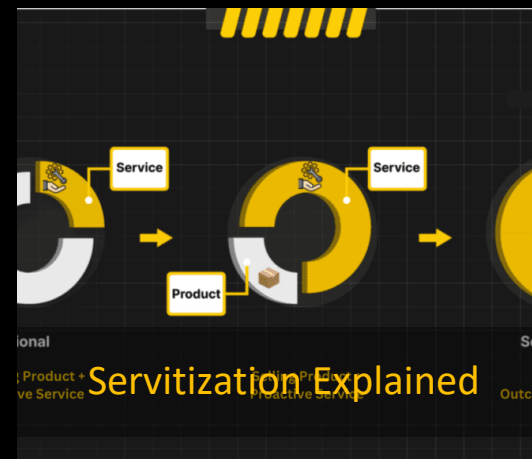


**serverless**



**SORACOM**  
You create. We connect.





# Resources

Contact us:

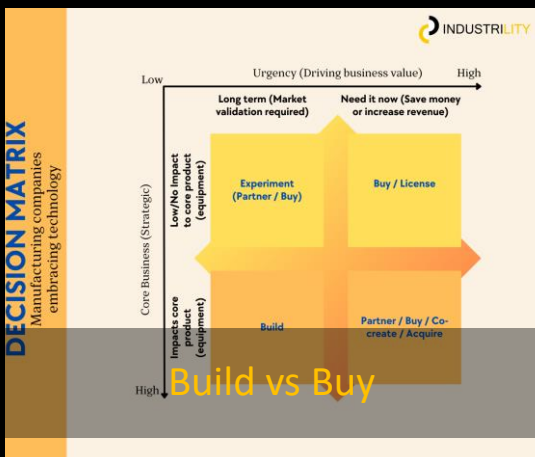
[achint@industrility.com](mailto:achint@industrility.com)

LinkedIn:

<https://www.linkedin.com/company/industrility>

Website:

<https://www.industrility.com/>



Achint Varia  
Founder, Chief Revenue Officer