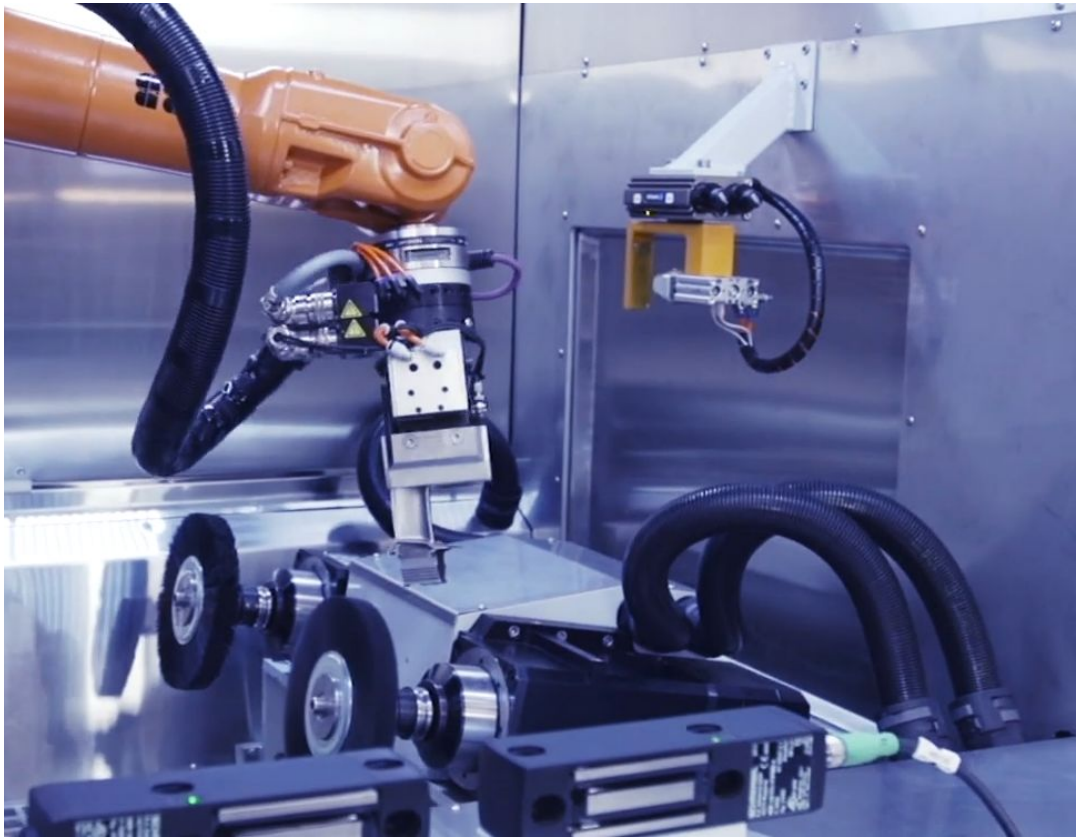
Studio:

A Manufacturing Example...



Case:

Generic Turbine Blade Manufacturer

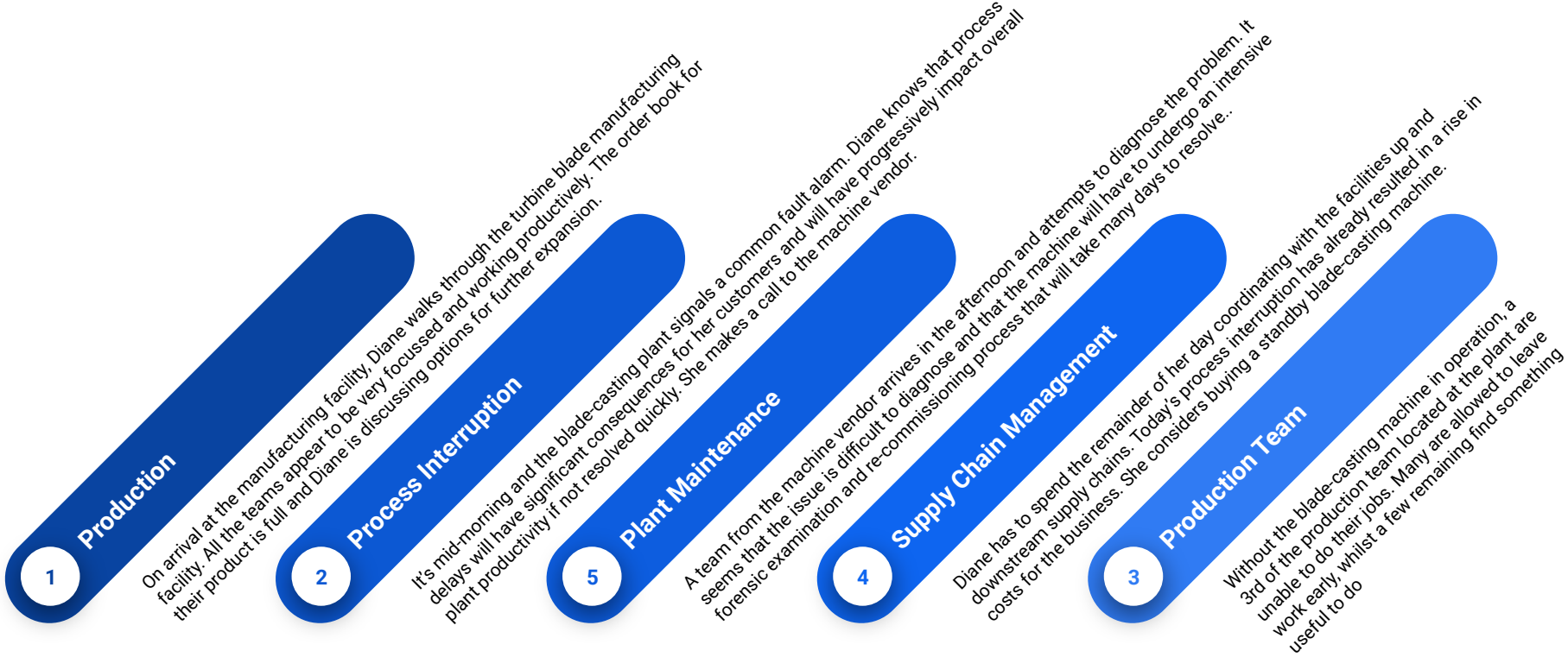
- A leading manufacturer of turbine blades for aerospace.
- Involves a very precise manufacturing process that involves growing the blade from a single metallic crystal.
- Recent exponential demand for new quieter, more efficient jet engine design has put pressures on supply-chain.
- Turbine blade manufacturing plant is now procured through a leasing model from a specialist machine vendor, who is also responsible for its maintenance.
- Manufacturing plant has already run 120% of operational hours before scheduled maintenance.

Persona:

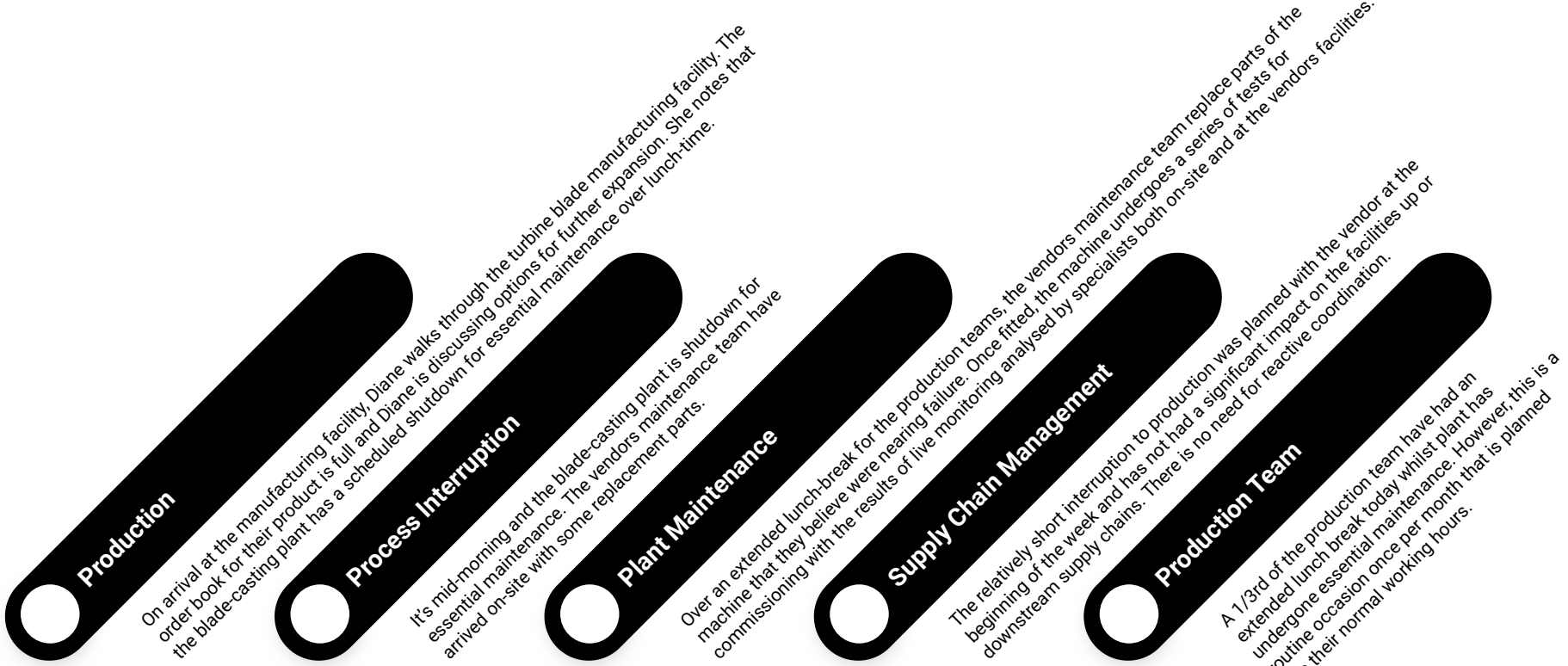
Diane, Systems Engineer

- Diane is an experienced systems engineer, specialising in supply-chain management for jet turbine blade manufacture.
- She works within a small team of systems engineers who have responsibility for productivity of the service line.
- Diane is aware that the facility for which she is responsible is a highly sensitive element of the jet engine supply chain for which performance is critical.

Diane’s Journey



Diane’s Journey Re-Imagined

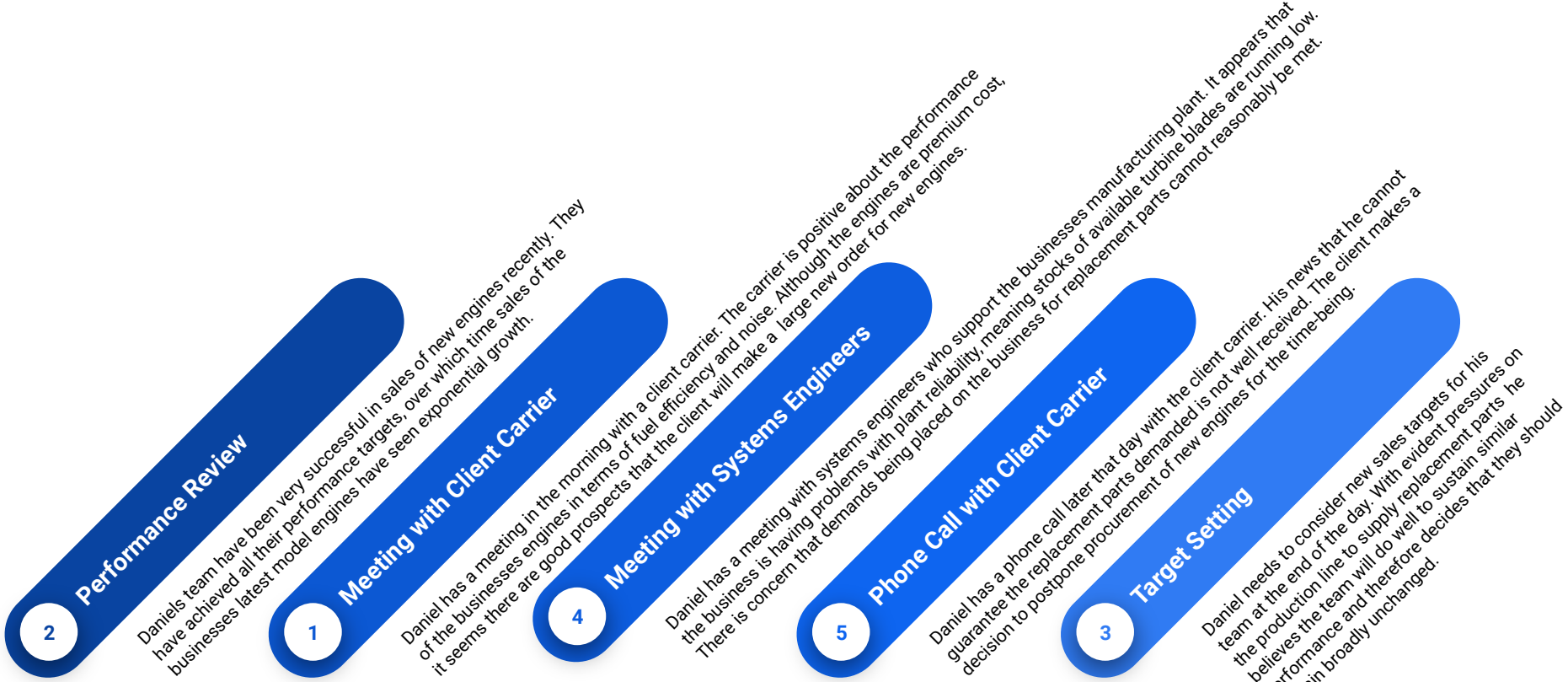


Persona:

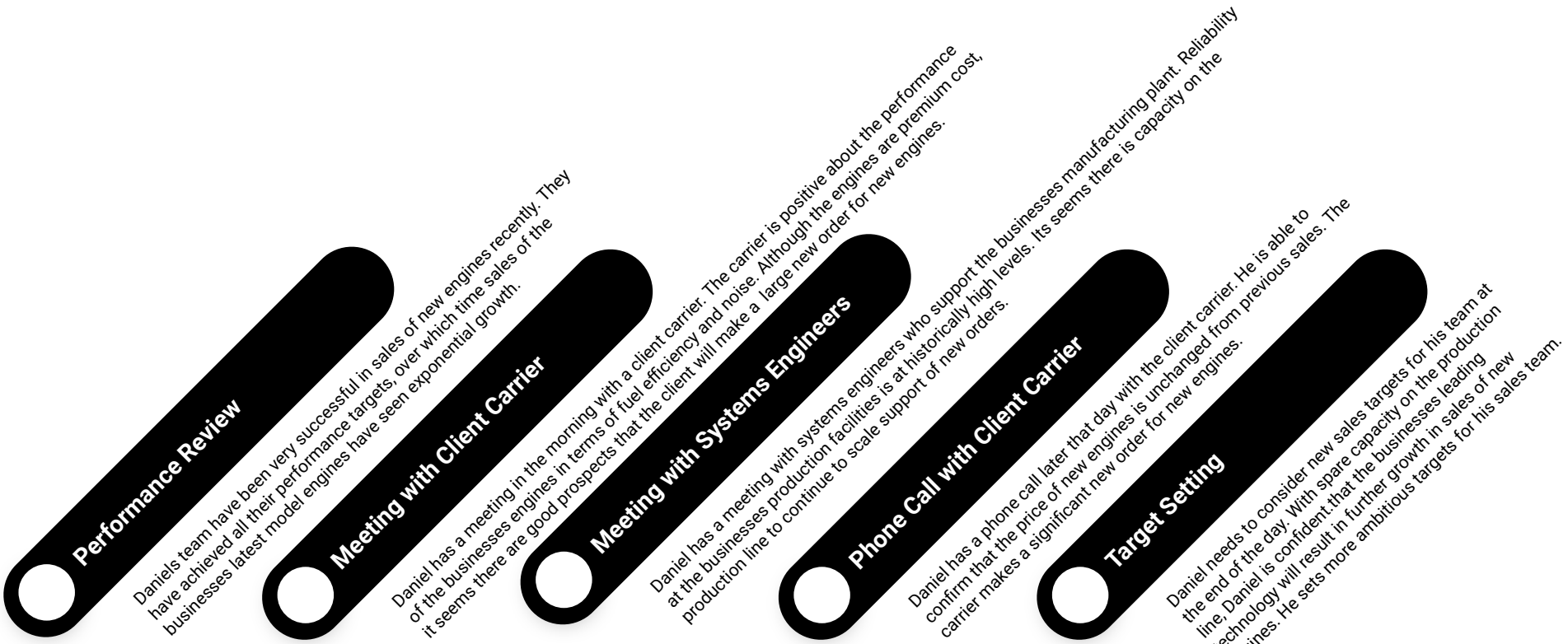
Daniel, Customer Success Manager

- Daniel is a customer success manager who has worked with the business to support sales of new engines to client carriers.
- He has worked at the company for 5-years, having previously worked in sales of car parts.
- Daniel manages a sales team of 10 employees.

Daniel’s Journey



Daniel’s Journey Re-Imagined



Intervention:

Remote Fault Detection and Diagnostics

- Remote fault detection and diagnosis is one of the technologies that has led to a significant re-imagining of Diane and Daniel's user journeys.
- A need to schedule servicing of the blade-casting plant was identified by the vendor through continuous remote monitoring.
- The vendors maintenance team were able to diagnose parts that needed replacement before arrival on-site.
- Maintenance was carried out quickly and conveniently, with plant testing and commissioning supported remotely by technicians at the vendors specialist facility.