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AI-Powered Efficiency: How Rolls-Royce Power Systems Revolutionized its Service With InsightLoop

Case Study



About Rolls-Royce Power Systems

Rolls-Royce Power Systems is a global leader in providing propulsion systems and services across various industries. Its service department offers a wide range of services to end customers, partners, and OEMs. With a network of over 6,000 qualified service technicians and numerous service centers worldwide, the organization aims to maximize customer satisfaction, product uptime and ensure efficient service processes. The company focuses on developing sustainable, climate neutral solutions for drive, propulsion, and power generation. Rolls-Royce Power Systems actively contributes to the energy transition with its environmentally friendly technologies under the mtu product and solution brand. With a reputation as a leading provider of emergency power generators for safety-critical facilities and integrated propulsion systems for ships and heavy land vehicles, Rolls-Royce Power Systems has earned the trust of its customers for over 110 years.

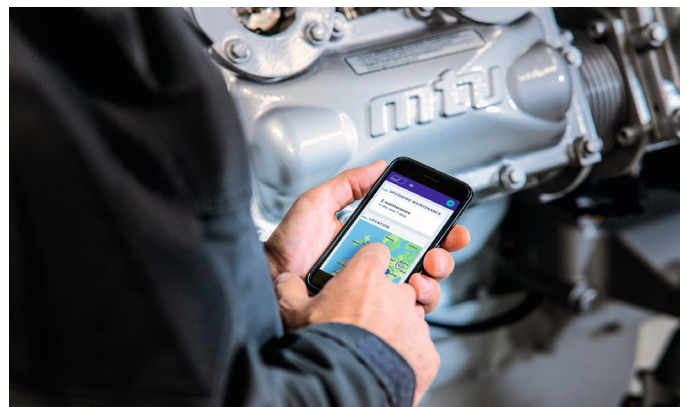
Challenges in the Service Process

According to Jürgen Hölzer, Director of Global Service Execution at Rolls-Royce Power Systems AG, "Efficient service requires quick access to critical information." With over 70,000 incoming service tickets per year, Rolls-Royce Power Systems saw tremendous potential for time and cost savings. By providing information more quickly within the service process, they could resolve service cases faster, thereby improving on-time delivery and customer satisfaction.

Efficient Piloting of InsightLoop

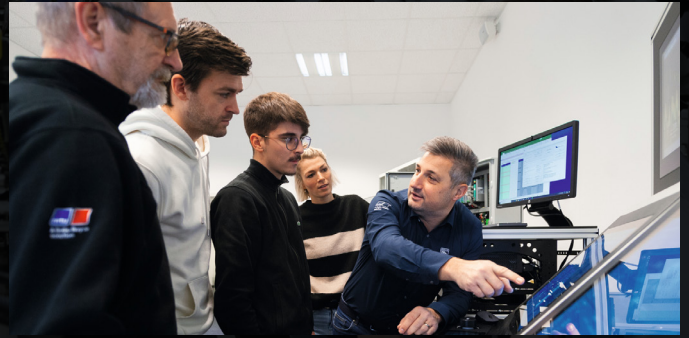
Rolls-Royce Power Systems opted to collaborate with Coresystems to integrate InsightLoop into its service process. InsightLoop, an AI-powered solution, was developed to optimize the service process by providing a centralized database of knowledge from previously resolved service cases. Learning from past service cases and using the collected data can improve efficiency by leveraging previous resolutions for similar cases in the future. The solution enhances planning with task and spare part predictions and supports field service technicians with real-time access to critical information.

InsightLoop has proven to revolutionize our service approach," says Jürgen Hölzer. "With its ability to access and analyze vast amounts of data, our agents, customer support managers and technicians can make informed decisions faster than ever before."



InsightLoop streamlines service calls, ensuring swift and hassle-free maintenance.

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A proof of concept revealed that InsightLoop could process a significant portion of unstructured data. The project began with a selection of recently introduced equipment, benefiting from current and comprehensive information, before expanding to include additional products. InsightLoop now accesses more than 200,000 documents at Rolls-Royce Power Systems, consolidating information from service cases, knowledge data bases, manuals, and system commissioning documents.

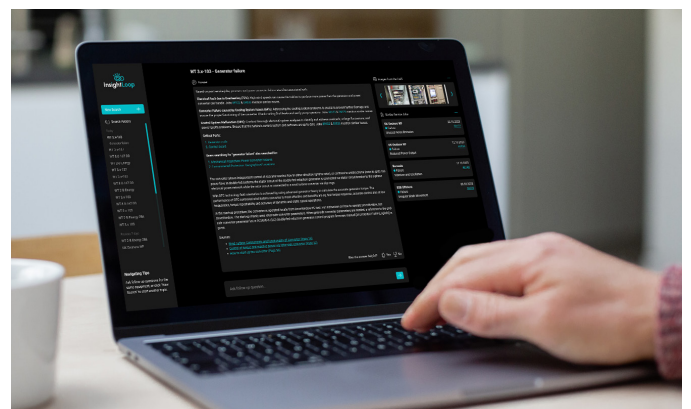
"We recognized the value of stored knowledge in hundreds of thousands of service cases, and InsightLoop proved to be the solution we needed," adds Hölzer. Rolls-Royce Power Systems opted to collaborate with Coresystems, acknowledging the expertise and ideas the company brought to the table.

The timing to introduce new projects or technologies rarely seems perfect. However, upon closer examination, it quickly becomes apparent that the savings and benefits outweigh the initial effort required to implement AI projects. InsightLoop retrieves data from various sources, including the ticketing system and a variety of customer-specific documents.

Optimized Service Processes

The introduction of InsightLoop at Rolls-Royce Power Systems will significantly optimize the service process. "We've seen remarkable time savings with InsightLoop from day one," says Hölzer. "Service technicians spend significantly less time retrieving information, allowing them to focus more on resolving cases efficiently."

InsightLoop has received positive feedback from other service teams, prompting plans to expand the solution to additional teams. "Our goal is to centralize knowledge and make it accessible to all users," concludes Hölzer. "InsightLoop has not only improved our current service processes but also paved the way for continuous improvement and scalability in the future."



InsightLoop is an AI-powered platform that enhances field service management by predicting root causes and optimizing service operations through seamless integration and advanced data analytics.



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