A Japanese manufacturer of commercial vehicles manufacturing and selling nearly 2 million vehicles annually.

Cherrywork® Predictive Asset Analytics

Challenge

- Manage availability of large fleet of commercial vehicles – trucks for fleet owners with proactive maintenance
- Offer customers value by maximizing vehicle uptime and minimizing lifetime cost

Solution

- Mobile Application on iOS and Android for fleet and user management
- Collection of telemetry data with geo-location
- Predetermine upcoming failure with predictive analytics
- Integration with existing service relationship management application for better insights and management

Outcome

- Minimize unexpected downtime of trucks which affects delivery schedules and regular operations
- Better input for product recalls and service campaigns
- Customer retention with better user experience

Business Impact

80% Reduction in cycle time for process completion

20% Increase in employee engagement