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EUROPEAN CONFERENCE

JUNE 19-20 – University of Verona
VERONA, ITALY



CSCMP 2025
edgeTM
EUROPE



European Research Seminar
(ERS) ON LOGISTICS & SCM



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di **VERONA**

Driving value from revenue-producing field assets

AI-powered planning and execution

Alexander Suessmilch
Genpact SCM VP
Field Assets & Services

AI 12
SMT 3
Session start @ 12:45



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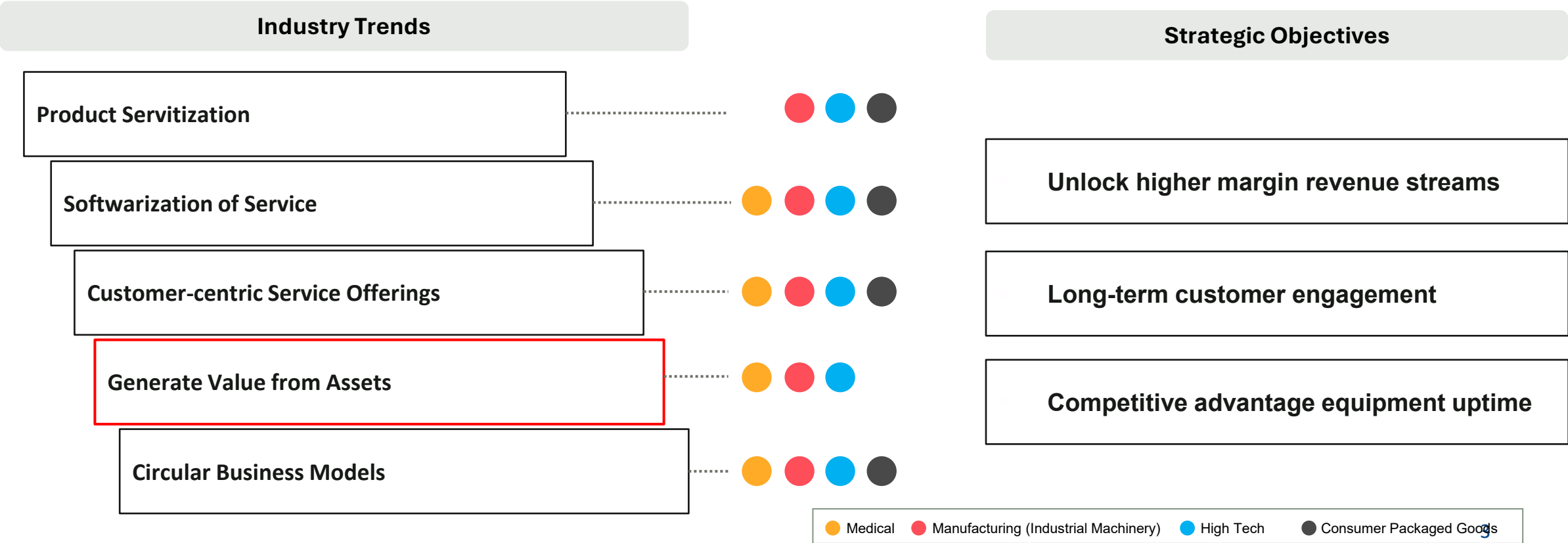
European Research Seminar
(ERS) ON LOGISTICS & SCM



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di **VERONA**

Asset Value Generation brings a bundle of challenges within the Field Assets & Services industry

Throughout last years, many business models moved from classical ‘**manufacture & sell**’ to generating revenue from ‘**Assets & Services**’.
The awareness of importance to drive **long term customer loyalty** and thereby ‘**owning the customer relationship**’ is the foundation for sustainable revenue and margin.
A **maximized Asset performance** is only possible with service excellence – a combination of assets, parts and technology (AI).



End to end AI powered planning and execution as accelerator for Field Assets value generation

Driving Value from revenue producing field assets

Industry challenges 'Field Assets & Services'

- Maintenance and servicing has become more complex
- Limited access to resources and labor
- Lack of organizational skills and accountability
- Gaps in technology and AI support
-

Genpact solution

- Data-driven transformation through 'off the shelf' technology solution
- Outcome based committed 'Managed service operating model': field assets-as-a-service
- Advanced technology / Gen AI to automate and drive intelligence

Impact

- Shift from cost center to profit center business model
- Variable cost of services for field assets
- One platform connecting data-driven execution and planning excellence

Objectives as...

CFO

Unlock high-margin revenue streams

COO

Lower operational costs

CSCO

Long-term customer engagement



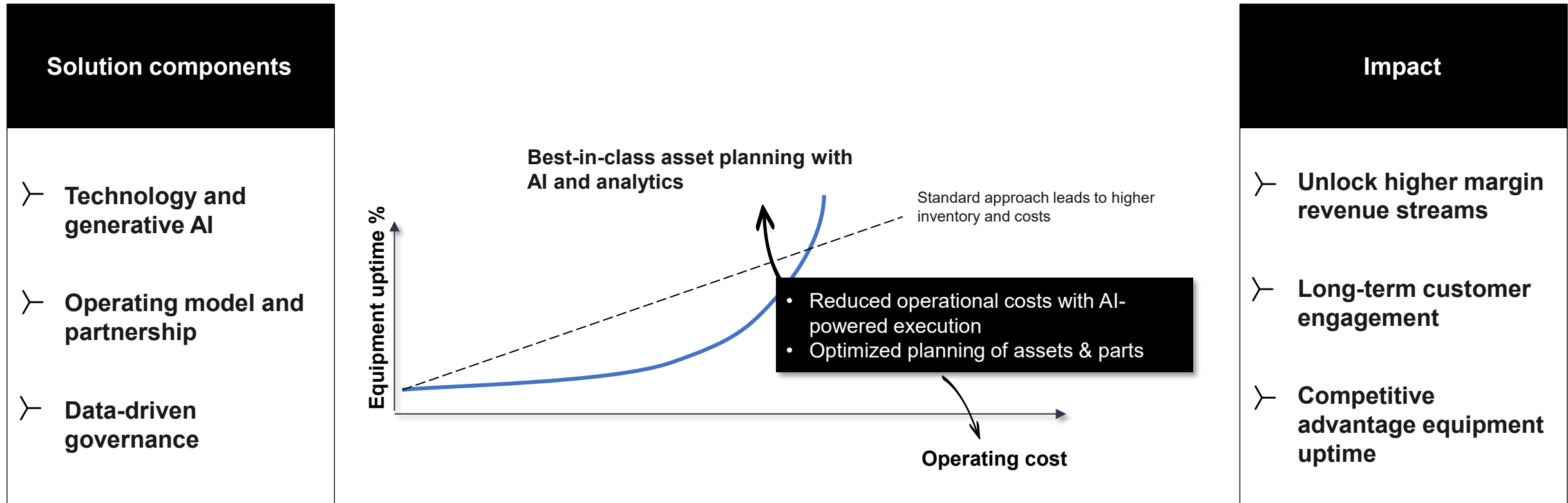
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Increasing asset uptime to unlock revenue and productivity gains

AI-guided execution and planning excellence will disrupt the linear graph



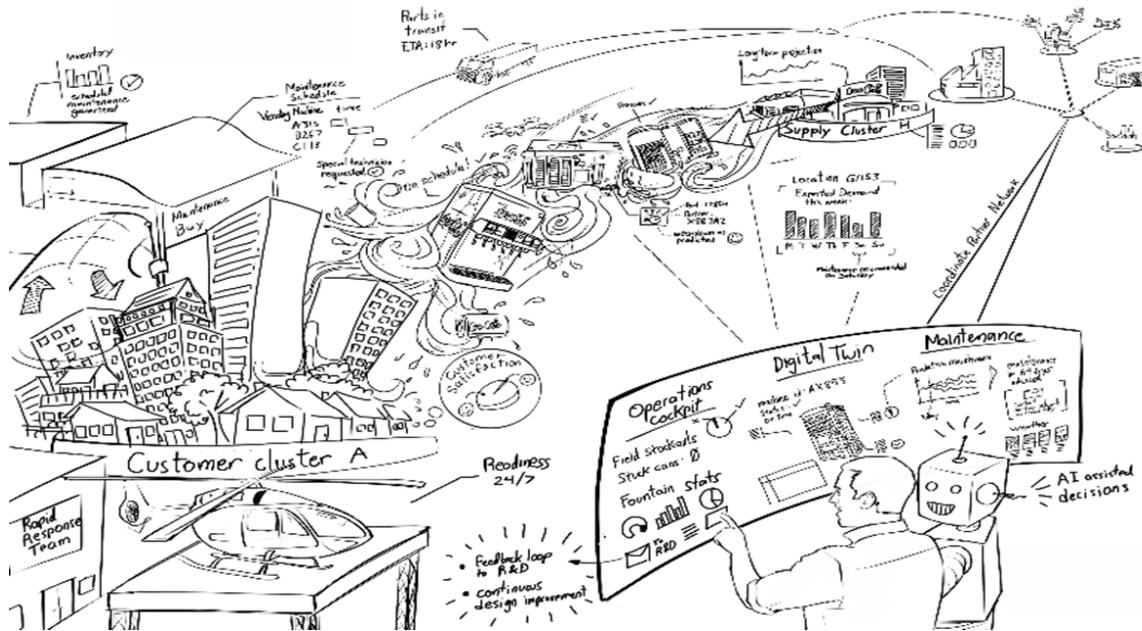
From cost center to profit center...

Moving from 'vision to value'

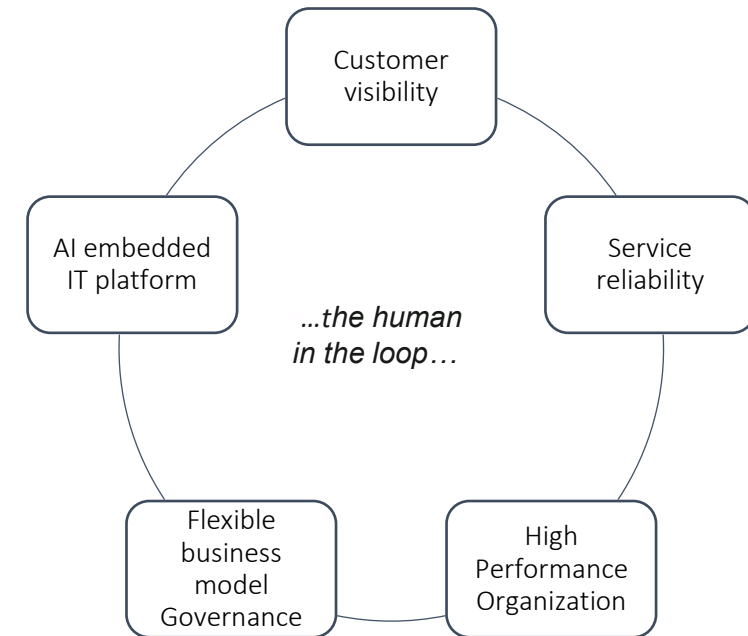
'Revenue' focused business model empowerment

- Variable service charges
- Metrics to outcome based

Reimagine your service business....



Orchestration elements of empowered business models



Connecting execution and planning with data & AI

End-2-End platform solution for Assets & Service focused industries

Data-driven execution on the field

Field service teams execute jobs with the AI-guided solution onsite

- Dynamic route planning
- Digital workflow management; Parts Ordering
- Virtual assistance (individual help and task recommendation)

Centralized planning and coordination

The **smart command center** drives and guides the field and supply chain with data driven insight

- Work force planning
- Asset management / planning
- Spare parts planning

Core technology / AI solution components

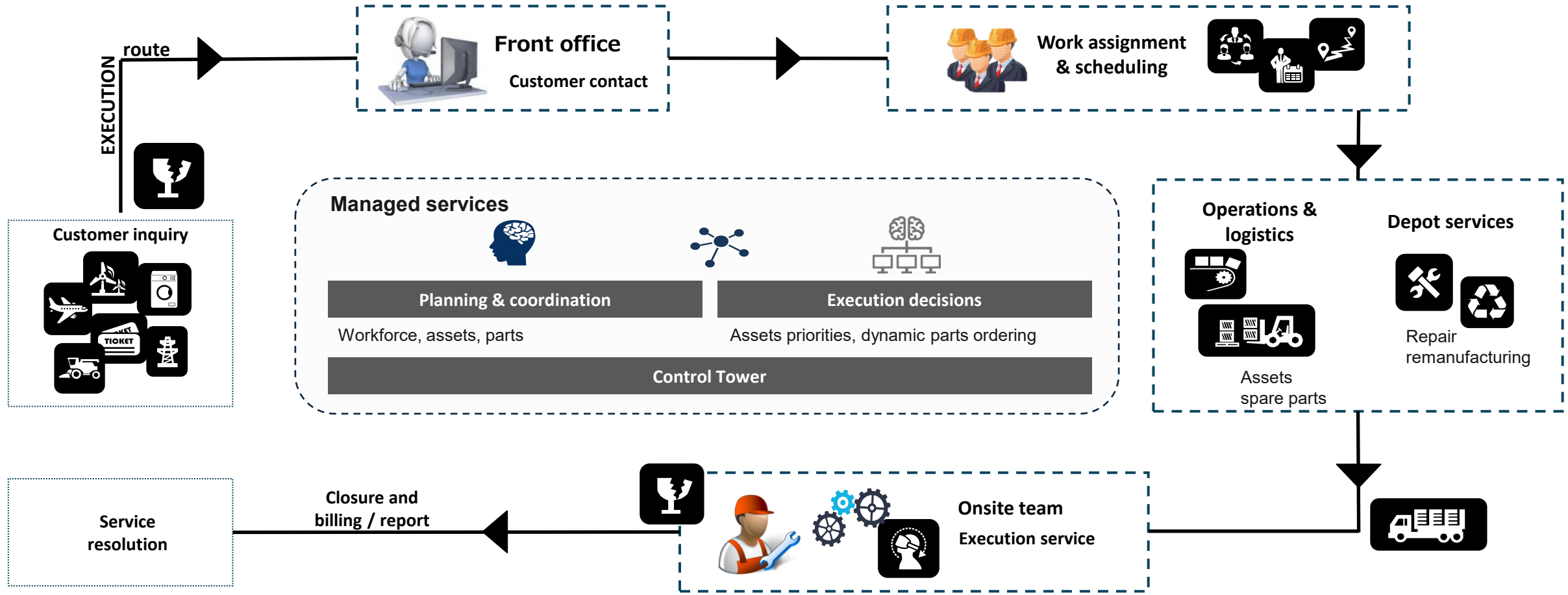
Data driven execution decisions by Smart Command Center

- 1 Spare parts planning driven by polymathic solver
- 2 Workforce planning by asset error codes
- 3 Prioritizing assets for service based on revenue throughput (dynamic pricing)
- 4 Dynamic parts ordering / replenishment

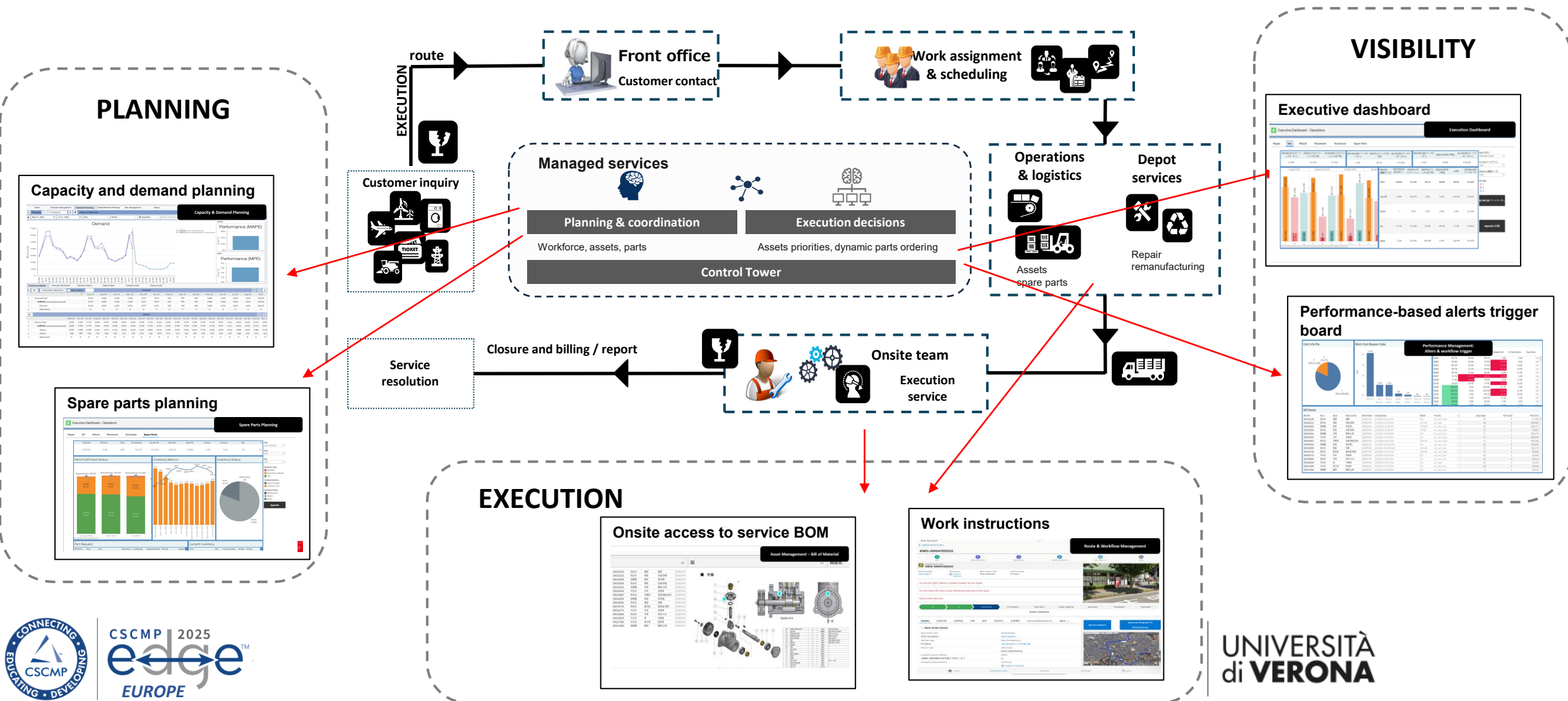


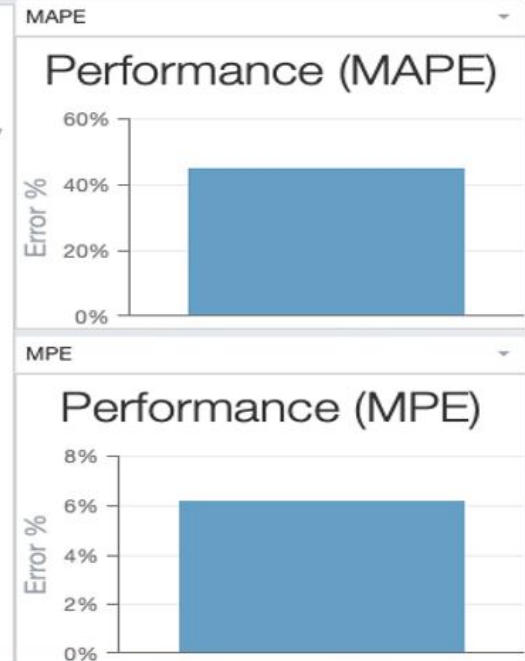
AI components for planning, execution, and visibility

AI-guided execution and planning excellence in the field assets operating model



AI components for planning, execution, and visibility

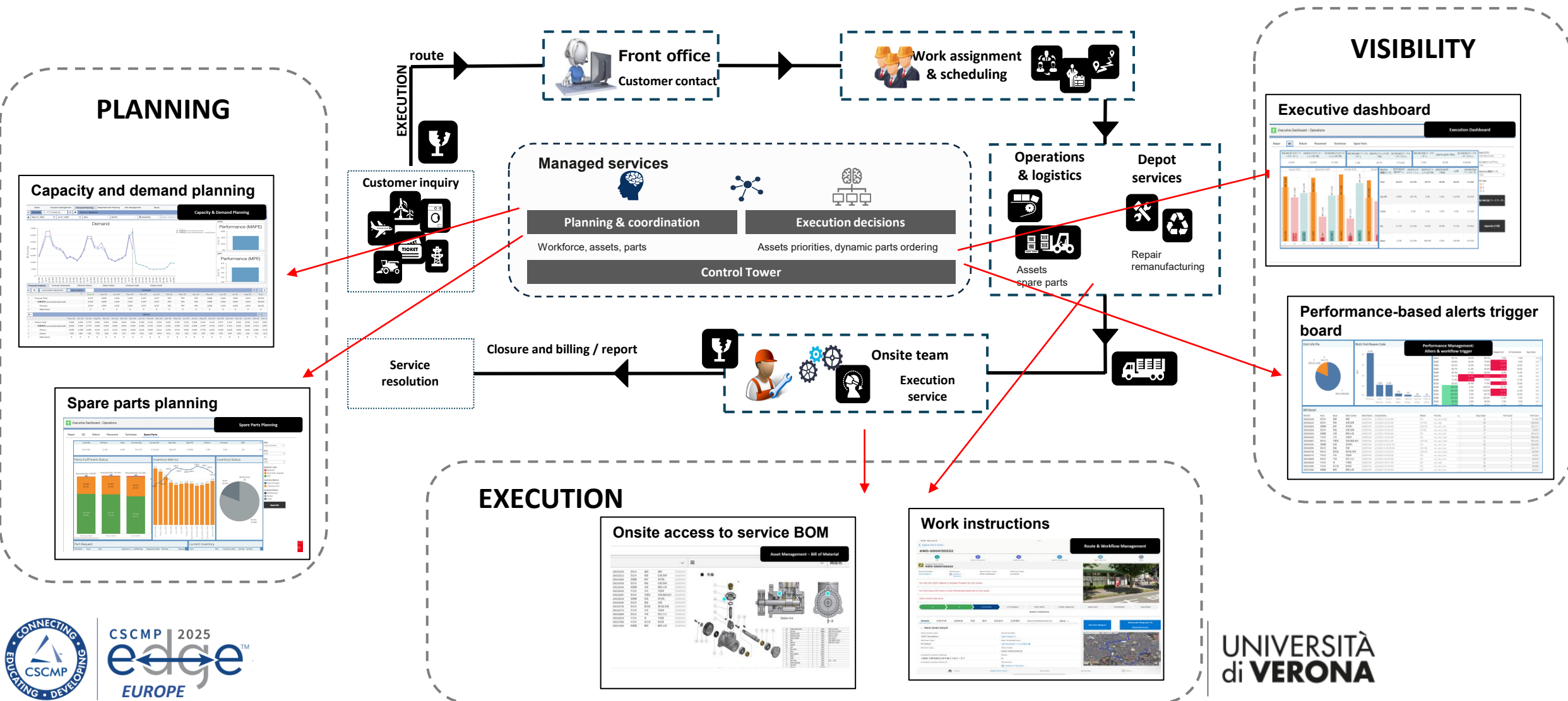




History 📄 ↶

[illegible]

AI components for planning, execution, and visibility





Repair QC Refurb Placement Technician **Spare Parts**

Total SKU	AR Parts	Sites	On Hand Qty	Current OH	Open Qty	Open PO	% Short	% Excess	DOS	IT
1,347,542	2,169	1,999	751,478	¥ 2,312M	188,450	¥ 339M	0.9%	3.8%	124	2.9

Date

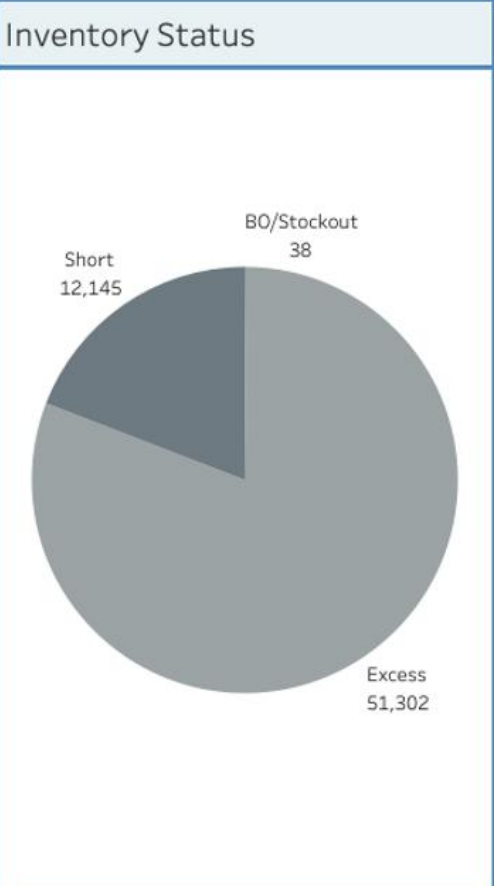
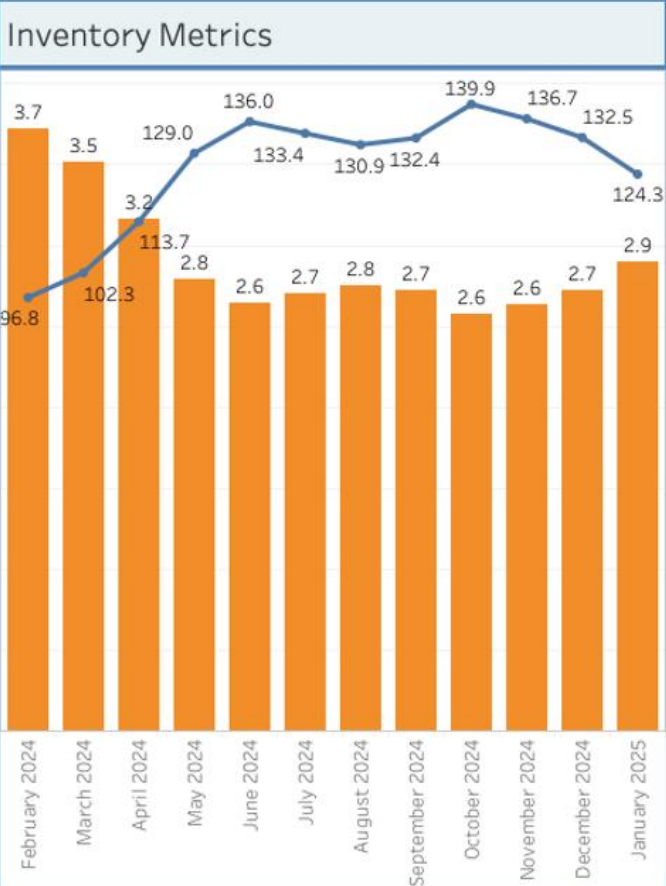
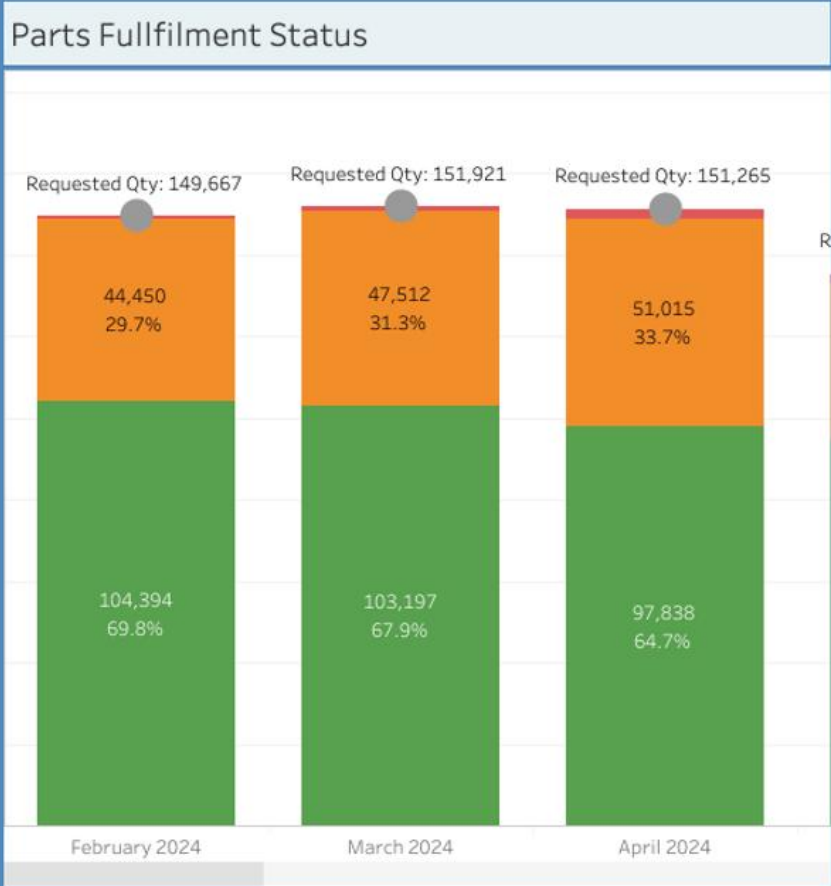
Last 12 months

Item

(All)

Site

(All)



shipment_type

- Rejected
- Drop Ship / Supplier
- PDC

Inventory Metrics

- Days of Supply
- Inventory Turn

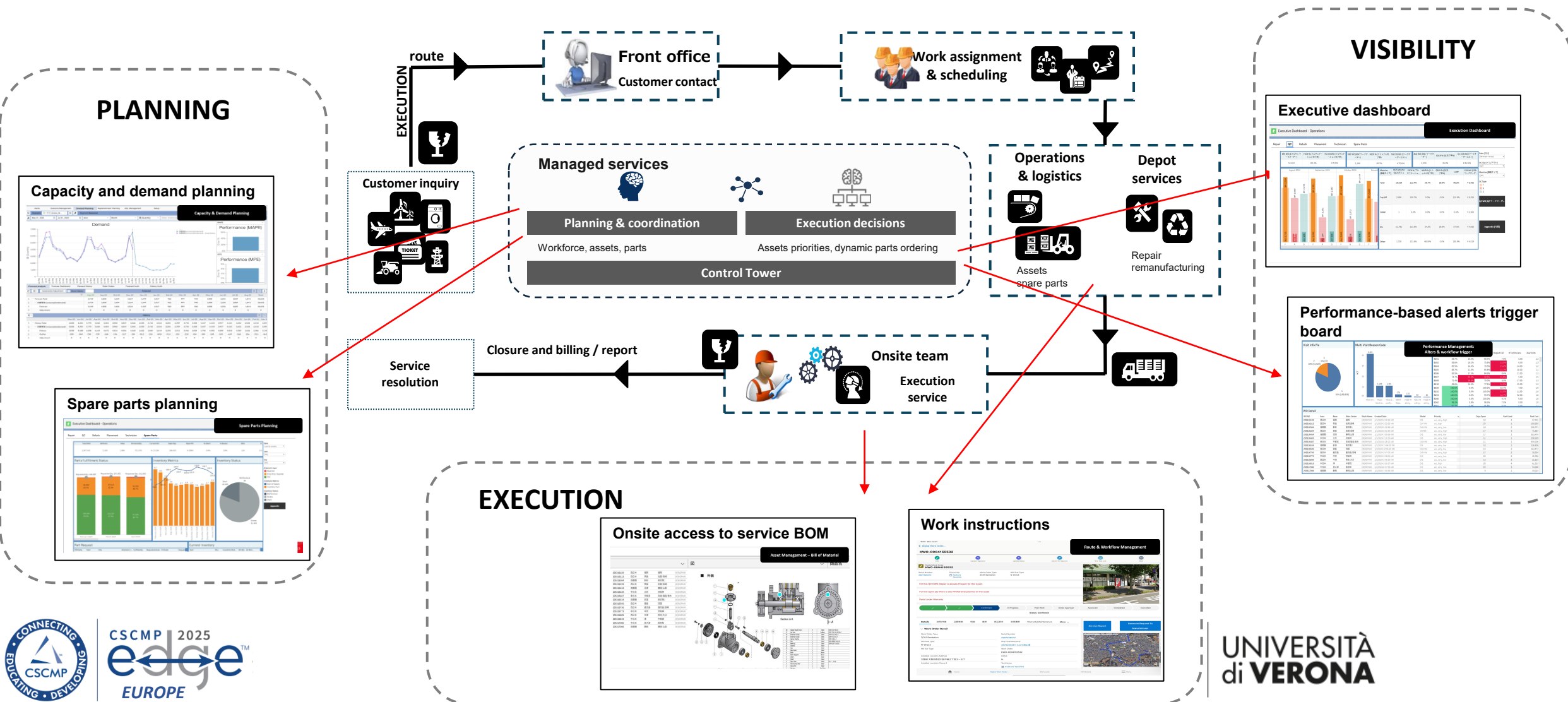
Inventory Status

- BO/Stockout
- Excess
- Short

Appendix

Part Request					Current Inventory				
PR Name	Item	Site	shipment_t..	Fulfilled By	Requested date	Fill Date	Request	Item	Site
					Inventory Stat..	OH Qty	12 Mon..		

AI components for planning, execution, and visibility



KWO-0004155532

- 

Edit
- 

Capture Signature
- 

Update Status
- 

Submit for Approval
- 

New Task Line
- 

More



Digital Work Order
KWO-0004155532

Serial Number	Technician	Work Order Type	WO Sub Type
2907306072	 Asakura Yasuhiro	ZC01 Sanitation	N-Check

For this QC DWO, Repair is already Present for this Asset.

For this Open QC there is also Withdrawal planned on the asset

Parts Under Warranty



Details

訪問/作業

品質検査

明細

備考

部品要求

変更履歴

Warranty/Maintenance

More

Work Order Detail

Work Order Type

ZC01 Sanitation

WO Sub Type

N-Check

PM Act Type

Installed Location Address

大阪府 大阪市西淀川区中島 2 丁目 3 - 8 7

Installed Location Phone #

Serial Number

2907306072

Ship To(Prefecture)

3870035561-ヒロセ西工場

Work Order

KWO-0004155532

In/Out

In

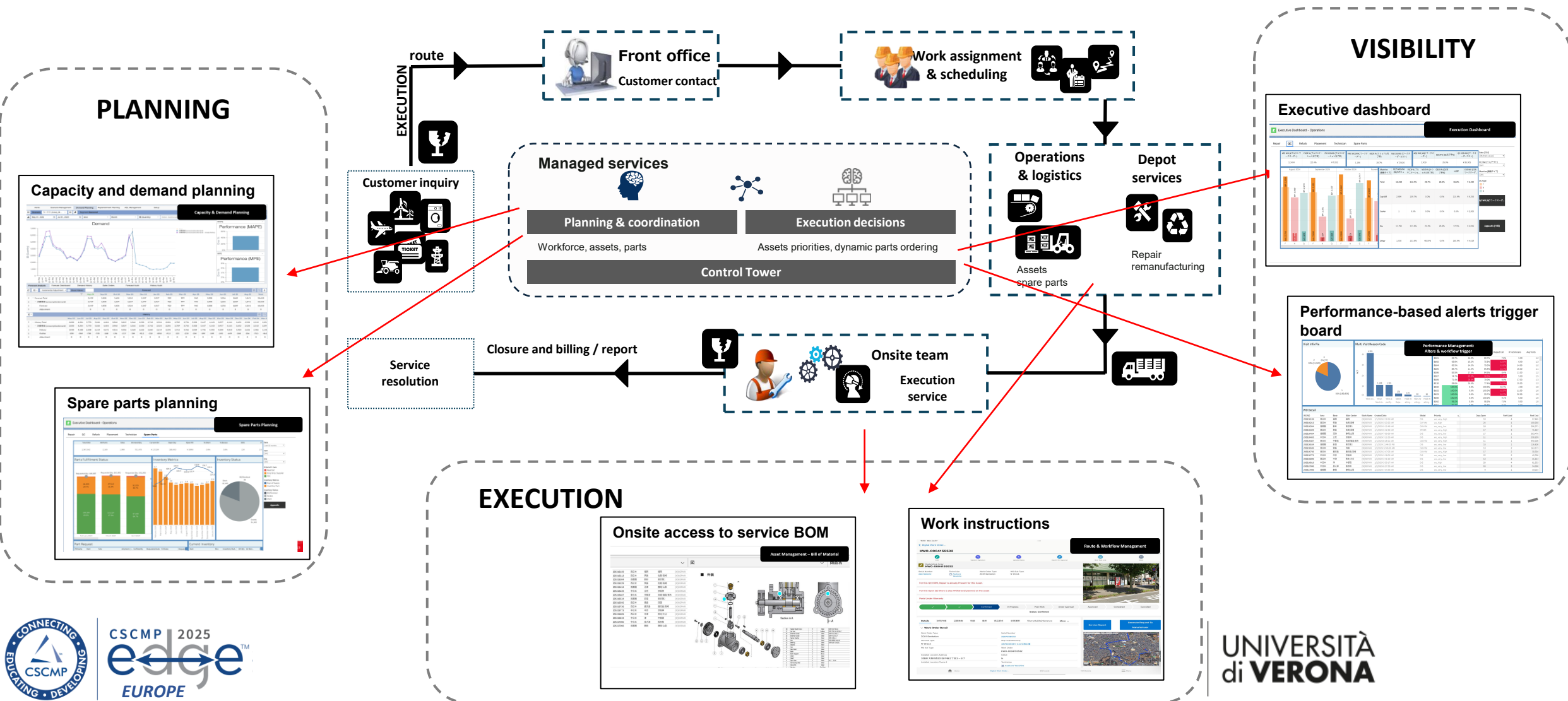
Technician

 Asakura Yasuhiro

Service Report

Generate Request To Manufacturer

AI components for planning, execution, and visibility

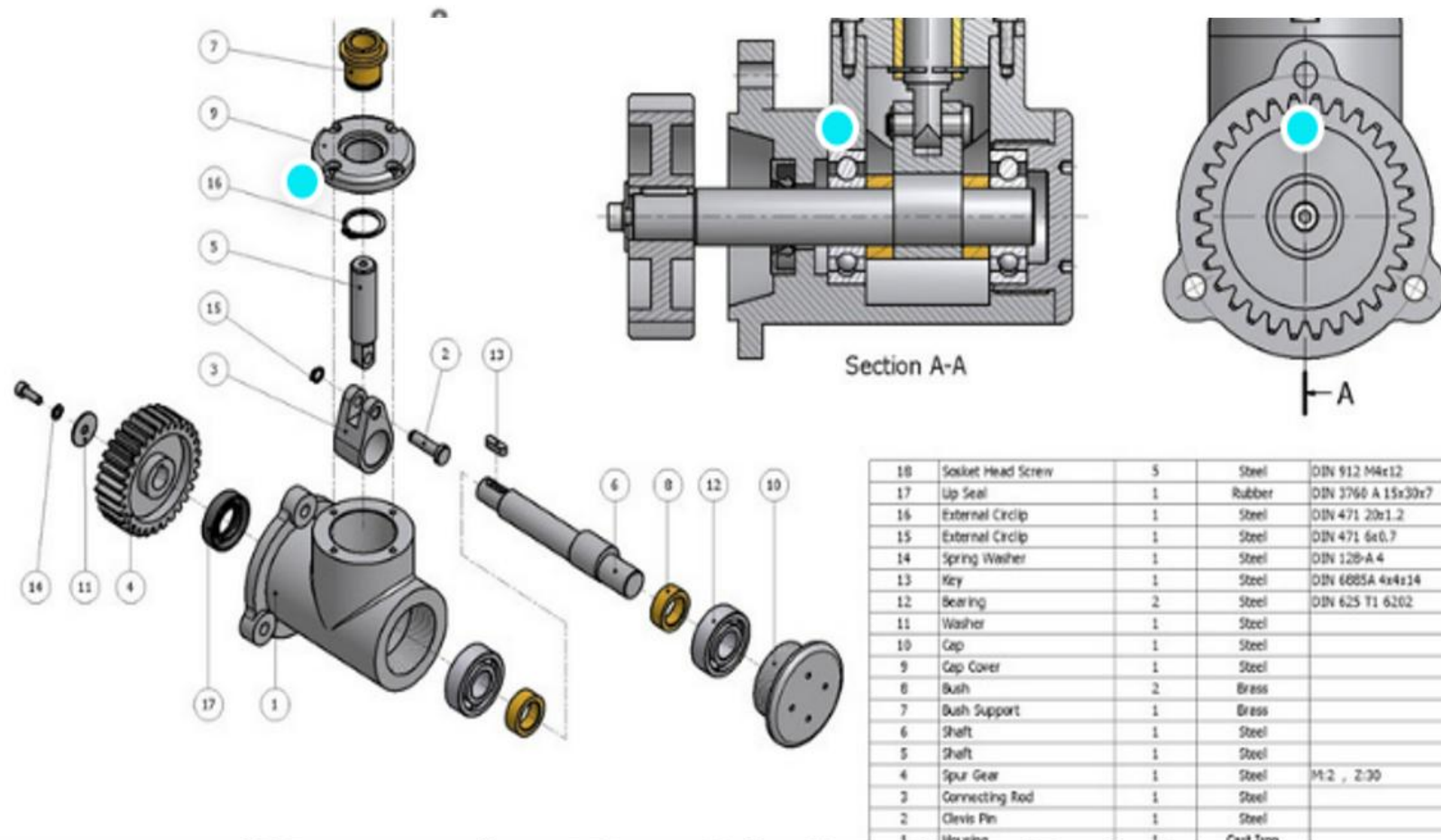




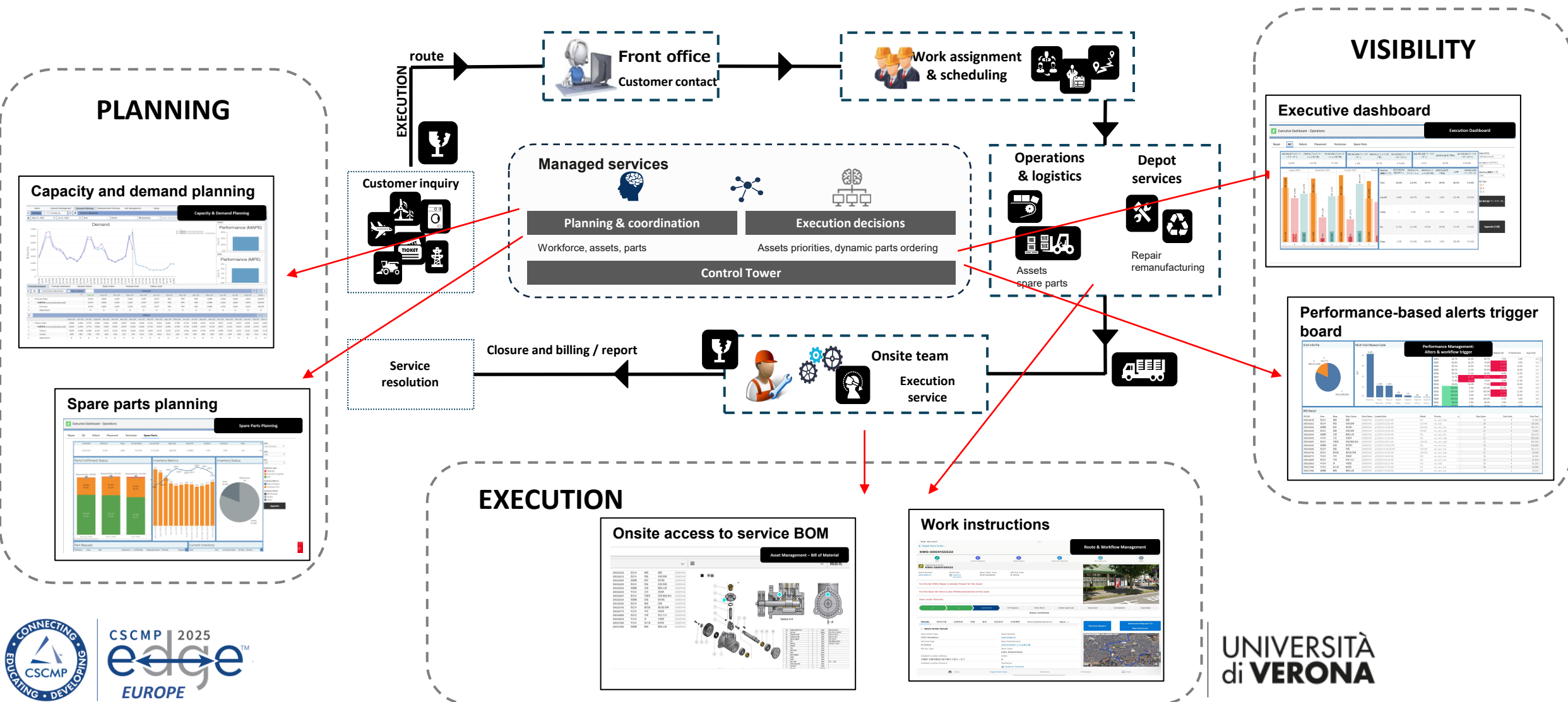
商品名

205316159	西日本	福岡	福岡	(M)REPAIR
205316213	西日本	筑後	佐賀/長崎	(M)REPAIR
205316304	首都圏	新砂	東京第1	(M)REPAIR
205316329	西日本	筑後	佐賀/長崎	(M)REPAIR
205316434	首都圏	沼津	静岡/山梨	(M)REPAIR
205316435	中日本	立花	京阪神	(M)REPAIR
205316487	東日本	宇都宮	宮城/福島/栃木	(M)REPAIR
205316534	首都圏	荻窪	東京第2	(M)REPAIR
205316595	西日本	徳島	四国	(M)REPAIR
205316736	西日本	鹿児島	鹿児島/宮崎	(M)REPAIR
205316773	中日本	中京	京阪神	(M)REPAIR
205316809	西日本	中津	熊本/大分	(M)REPAIR
205316819	中日本	津	中部西	(M)REPAIR
205317000	中日本	泉大津	阪奈和	(M)REPAIR
205317066	首都圏	静岡	静岡/山梨	(M)REPAIR

■ 外装

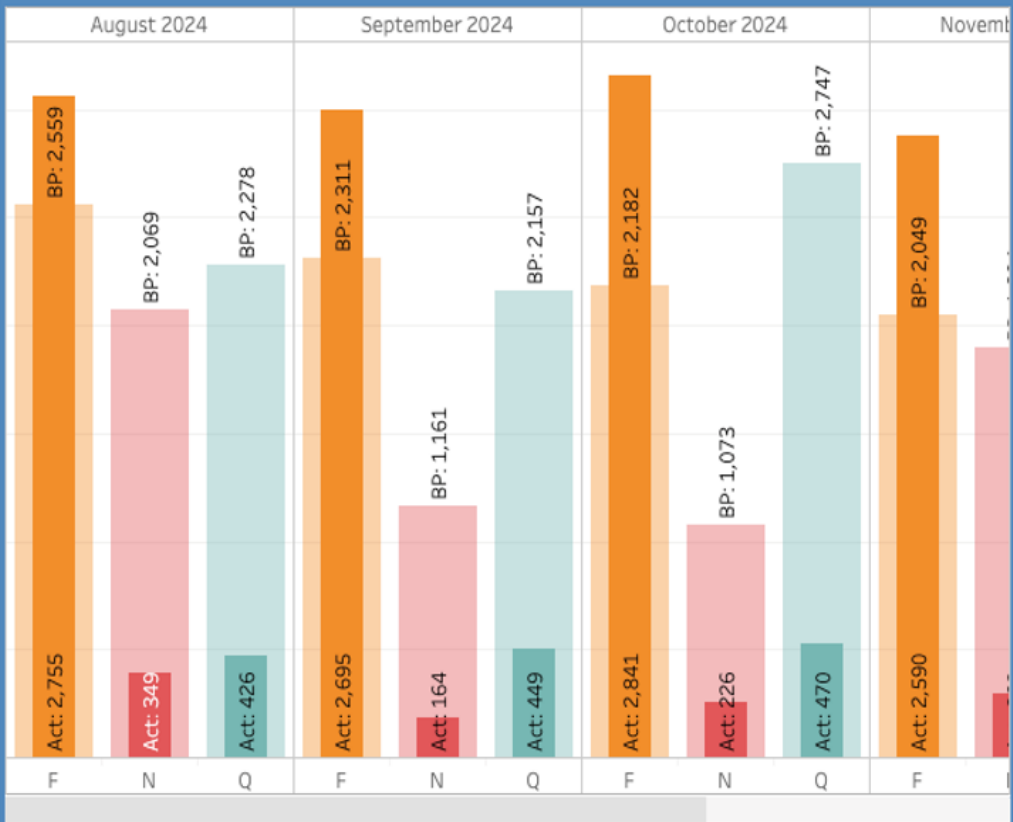


AI components for planning, execution, and visibility



Repair **QC** Refurb Placement Technician Spare Parts

#FS WO (#フルサニ ワークオーダー)	FSCR % (フルサニテ ーション完了率)	FS COS WO (フルサニテ ーション完了率)	#NC WO (#NC ワークオ ーダー)	NSCR % (ナショナル完 了率)	NS COS WO (ワークオ ーダーコスト)	#QC WO (#QC ワークオ ーダー)	QSCR % (QC完了率%)	QC COS WO (ワークオ ーダーコスト)
12,404	112.4%	¥ 7,002	1,196	28.7%	¥ 72,620	2,419	26.9%	¥ 35,905



Machine (機種タイプ)	QC/S Volume (QC/Sポリュ	FSCR % (フル サニテーショ..	NSCR % (ナシ ヨナル完了率)	QSCR % (QC完 了率%)	vs BP	COS WO (COS- ワークオーダ..
Total	16,019	112.4%	28.7%	26.9%	66.2%	¥ 5,422
Cup VM	2,499	109.7%	0.0%	0.0%	110.9%	¥ 9,254
Cooler	1	0.0%	0.0%	0.0%	0.0%	¥ 2,500
Dis	11,791	111.6%	24.2%	26.9%	57.1%	¥ 4,816
Other	1,728	121.6%	463.9%	0.0%	130.9%	¥ 4,019

Date (日付)
(Multiple values) ▼

In / Out (イン/アウト)
OUT ▼

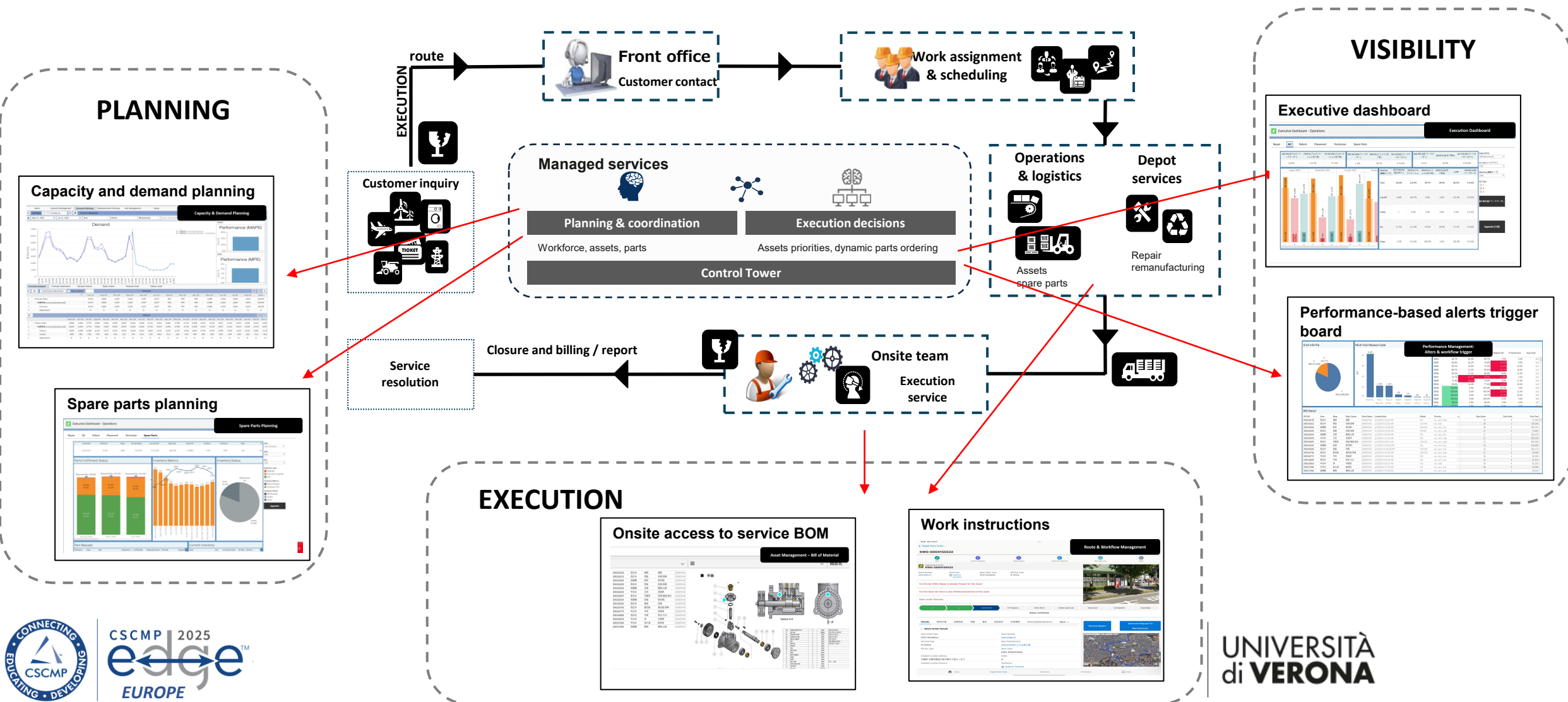
Machine (機種タイプ)
(All) ▼

QC Type
F
N
Q

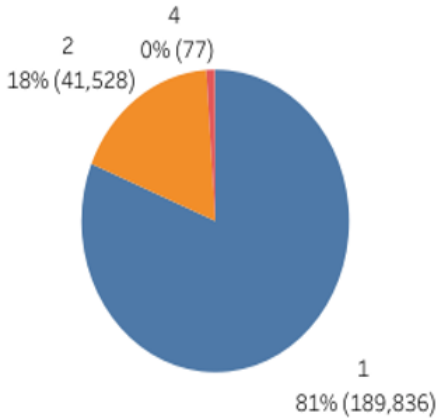
QC WO (QC ワークオーダ...

Appendix (付録)

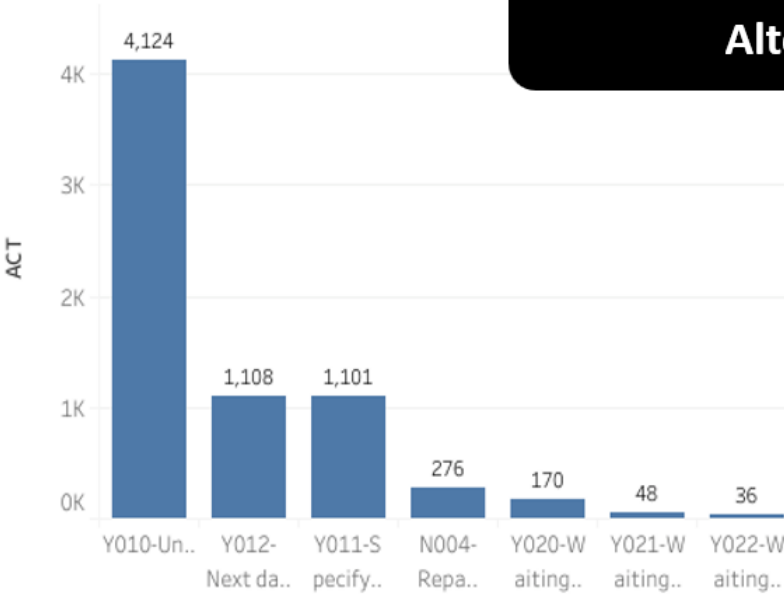
AI components for planning, execution, and visibility



Visit Info Pie



Multi Visit Reason Code



Performance Management:
Alters & workflow trigger

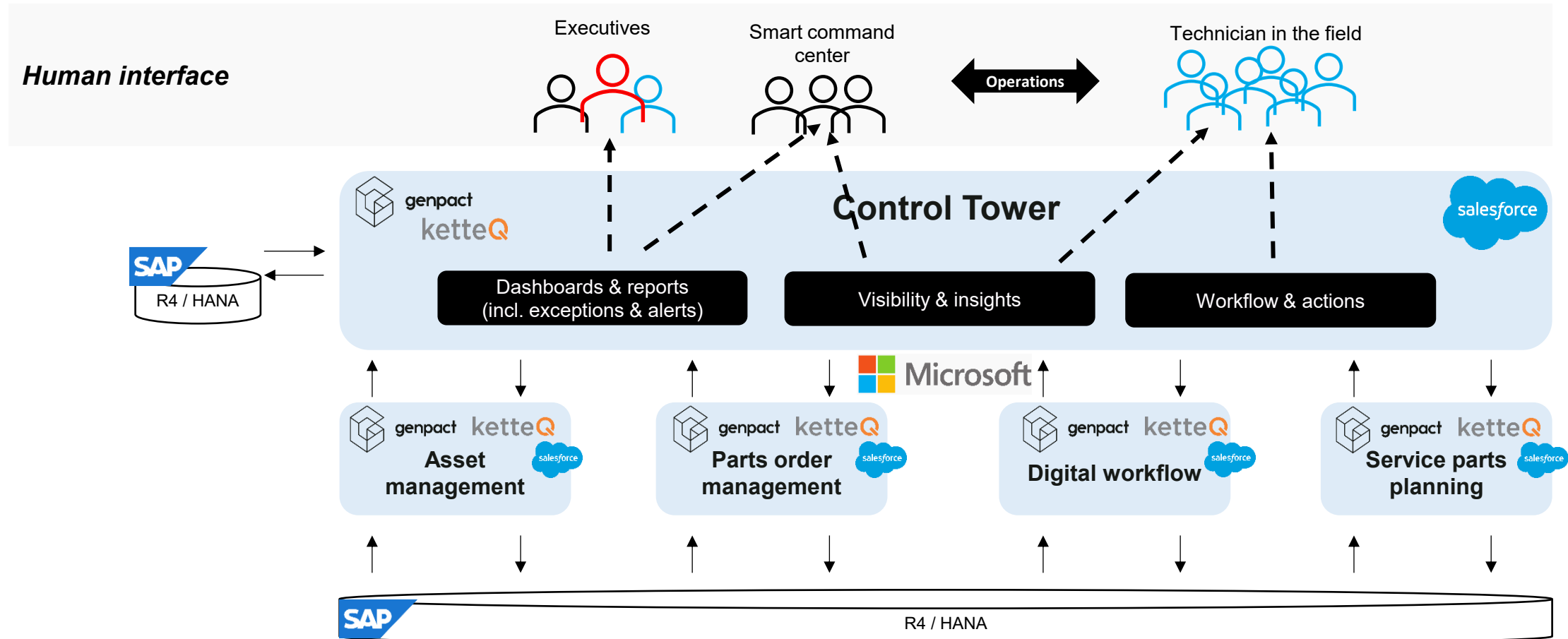
				Repeat Call	# Technicians	Avg Visits
B101	83.7%	16.3%	80.7%	7.8%	5.00	1.2
B102	83.8%	16.2%	75.8%	13.5%	8.00	1.3
B104	85.5%	14.5%	79.3%	15.2%	14.00	1.2
B105	88.7%	11.3%	85.8%	15.7%	16.00	1.1
B106	82.5%	17.5%	84.3%	8.4%	11.00	1.2
B107	74.7%	25.3%	58.5%	15.8%	5.00	1.5
B109	71.4%	28.6%	70.9%	9.0%	17.00	1.3
B110	83.6%	16.4%	77.4%	14.2%	15.00	1.2
B150	100.0%	0.0%	100.0%	10.7%	4.00	1.0
B152	100.0%	0.0%	100.0%	15.5%	11.00	1.0
B153	100.0%	0.0%	99.7%	12.7%	32.00	1.0
B160	100.0%	0.0%	100.0%	9.1%	6.00	1.0
B162	99.2%	0.8%	98.3%	7.9%	9.00	1.0
B201	99.2%	0.8%	95.8%	9.1%	9.00	1.1

WO Detail

WO NO	Area	Base	Main Center	Work Name	Created Date	Model	Priority	u..	Days Open	Part Used	Part Cost
205316159	西日本	福岡	福岡	(M)REPAIR	1/1/2024 2:19:13 AM	DIS	wo_very_high		10	4	57,445
205316213	西日本	筑後	佐賀/長崎	(M)REPAIR	1/1/2024 3:23:25 AM	CUP VM	wo_high		24	1	100,950
205316304	首都圏	新砂	東京第1	(M)REPAIR	1/1/2024 5:12:48 AM	CAN VM	wo_very_low		18	2	206,371
205316329	西日本	筑後	佐賀/長崎	(M)REPAIR	1/1/2024 5:42:30 AM	OTHER	wo_very_high		17	3	71,667
205316434	首都圏	沼津	静岡/山梨	(M)REPAIR	1/1/2024 7:09:59 AM	DIS	wo_very_low		17	1	303,476
205316435	中日本	立花	京阪神	(M)REPAIR	1/1/2024 7:11:53 AM	DIS	wo_very_high		11	1	298,299
205316487	東日本	宇都宮	宮城/福島/栃木	(M)REPAIR	1/1/2024 8:28:11 AM	CAN VM	wo_very_high		11	1	950,000
205316534	首都圏	荻窪	東京第2	(M)REPAIR	1/1/2024 11:44:20 PM	DIS	wo_very_low		10	1	126,600
205316595	西日本	徳島	四国	(M)REPAIR	1/2/2024 12:45:39 AM	CAN VM	wo_very_low		13	2	163,173
205316736	西日本	鹿児島	鹿児島/宮崎	(M)REPAIR	1/2/2024 2:47:03 AM	CAN VM	wo_very_high		17	2	30,304
205316773	中日本	中京	京阪神	(M)REPAIR	1/2/2024 3:18:05 AM	DIS	wo_very_low		22	2	42,000
205316809	西日本	中津	熊本/大分	(M)REPAIR	1/2/2024 3:46:19 AM	DIS	wo_very_low		13	3	31,614
205316819	中日本	津	中部西	(M)REPAIR	1/2/2024 3:50:17 AM	DIS	wo_high		20	4	61,553
205317000	中日本	泉大津	阪奈和	(M)REPAIR	1/2/2024 6:37:53 AM	DIS	wo_very_low		63	3	54,000
205317066	首都圏	静岡	静岡/山梨	(M)REPAIR	1/2/2024 7:34:33 AM	DIS	wo_very_low		9	1	33,014

The power of Human and AI combined

The Genpact/ ketteQ control tower analyzes data to drive execution and business decisions

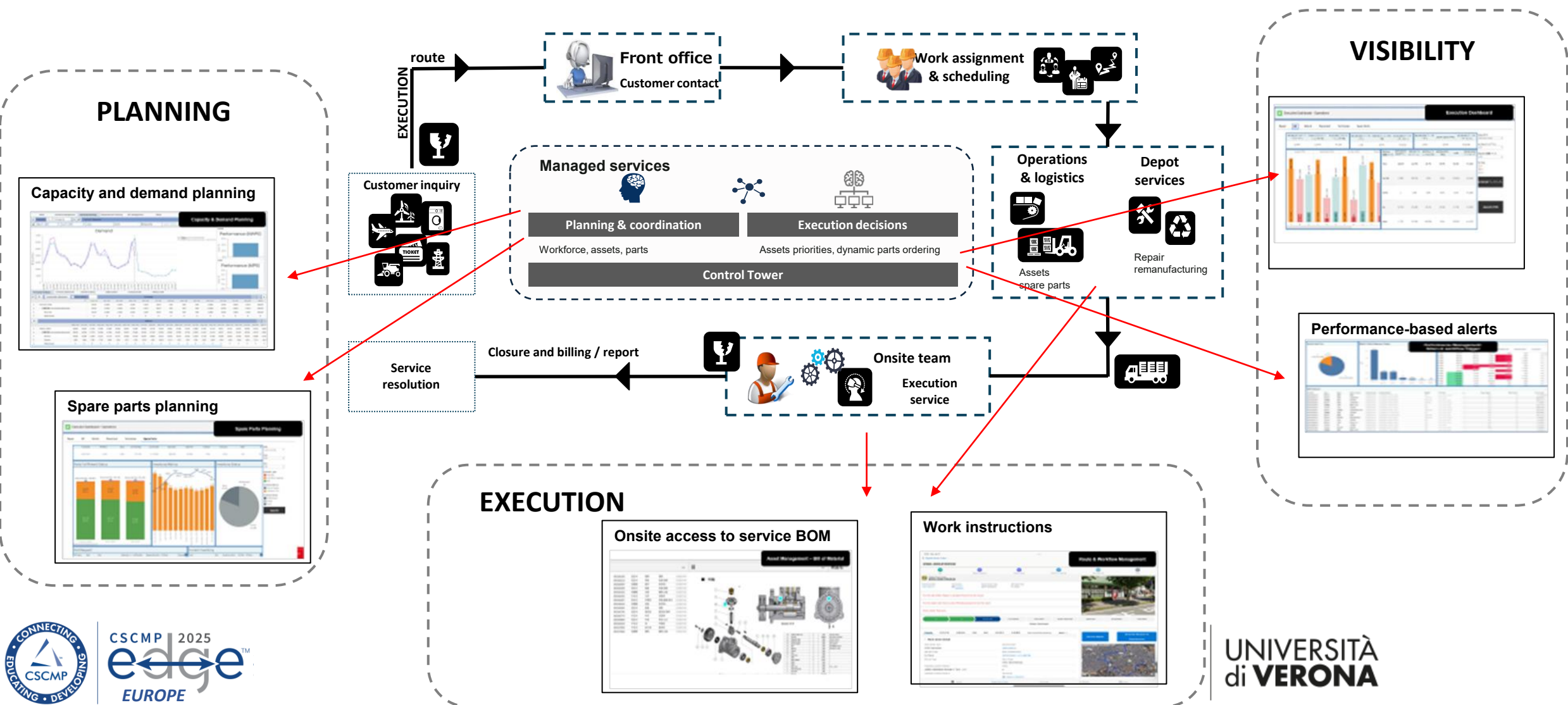


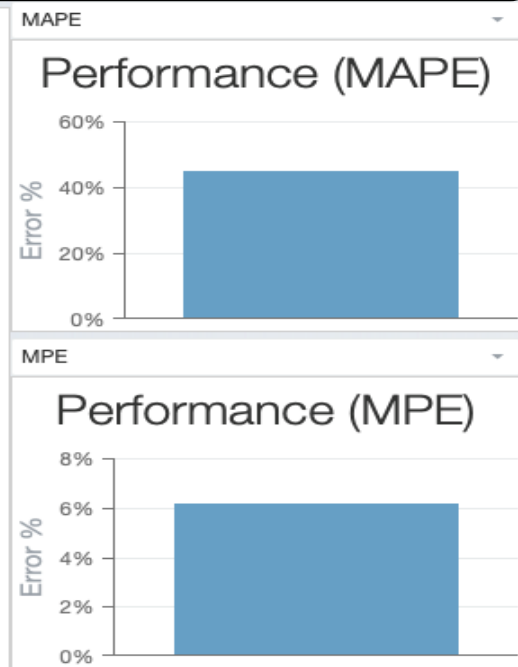
AI-powered planning and execution: Driving value from revenue-producing field assets

Alexander.Suessmilch@genpact.com

Vice President – Supply Chain Management
Field Assets & Services

AI components for planning, execution, and visibility



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Repair QC Refurb Placement Technician **Spare Parts**

Total SKU	AR Parts	Sites	On Hand Qty	Current OH	Open Qty	Open PO	% Short	% Excess	DOS	IT
1,347,542	2,169	1,999	751,478	¥ 2,312M	188,450	¥ 339M	0.9%	3.8%	124	2.9

Date

Last 12 months

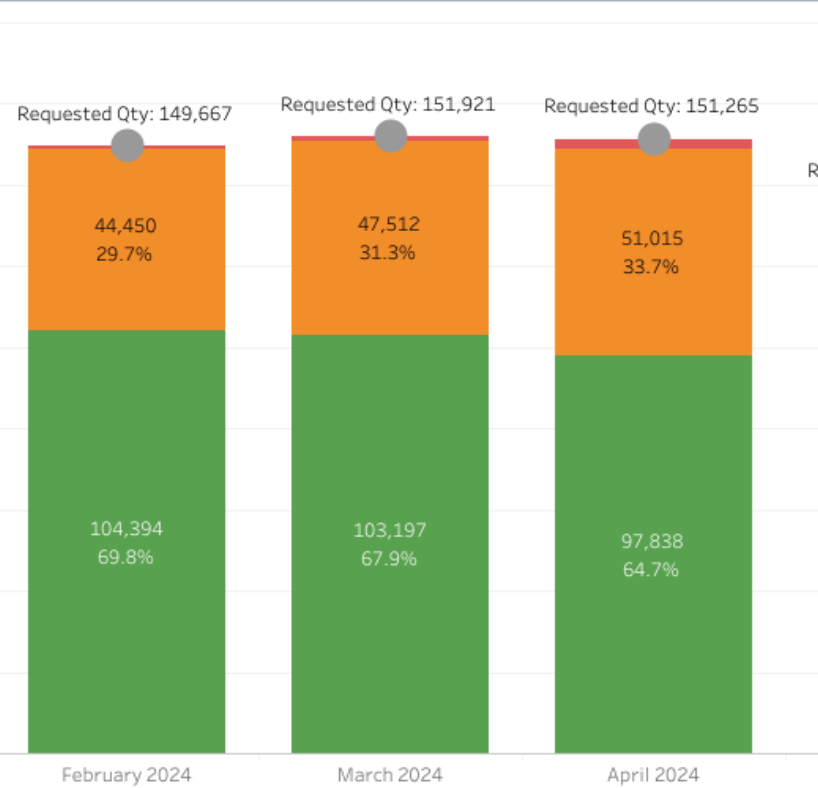
Item

(All)

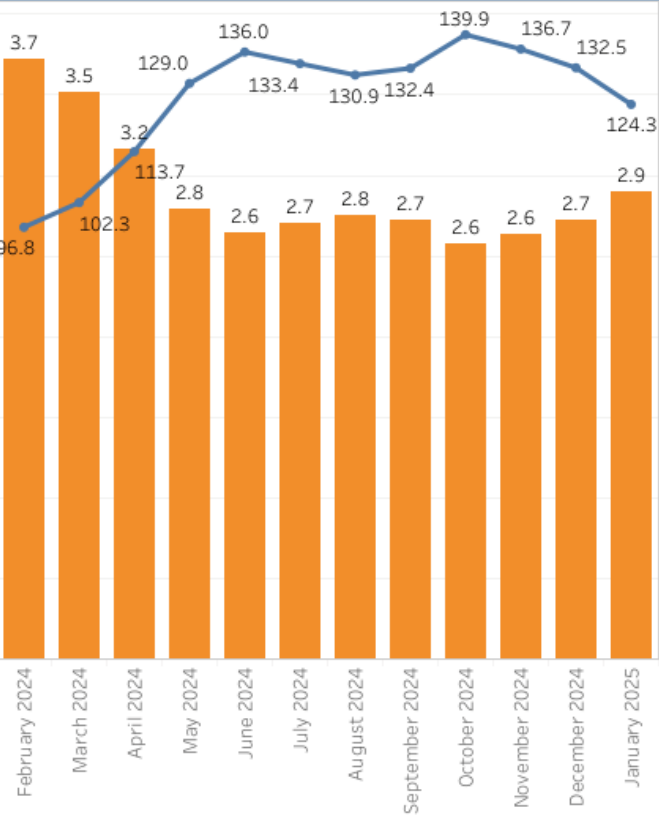
Site

(All)

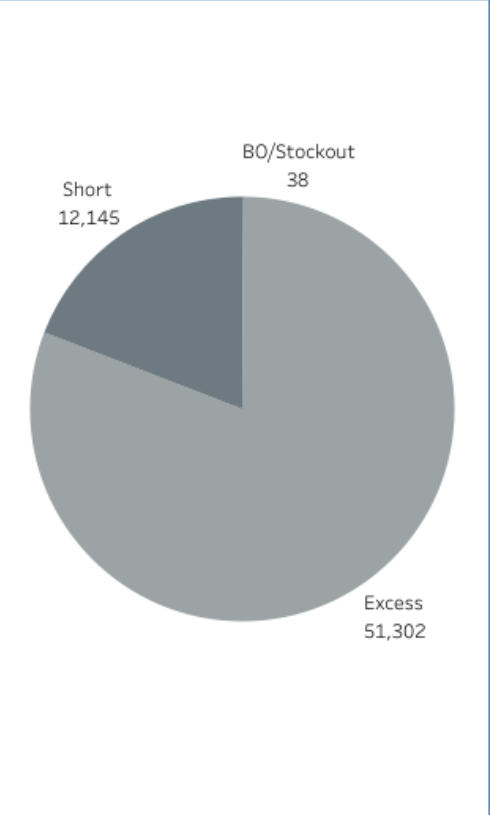
Parts Fullfilment Status



Inventory Metrics



Inventory Status



- shipment_type
 - Rejected
 - Drop Ship / Supplier
 - PDC
- Inventory Metrics
 - Days of Supply
 - Inventory Turn
- Inventory Status
 - BO/Stockout
 - Excess
 - Short

Appendix

Part Request

PR Name	Item	Site	shipment_t..	Fulfilled By	Requested date	Fill Date	Request
---------	------	------	--------------	--------------	----------------	-----------	---------

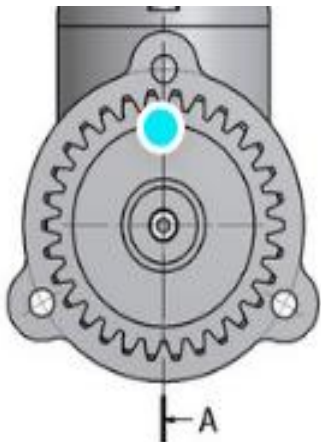
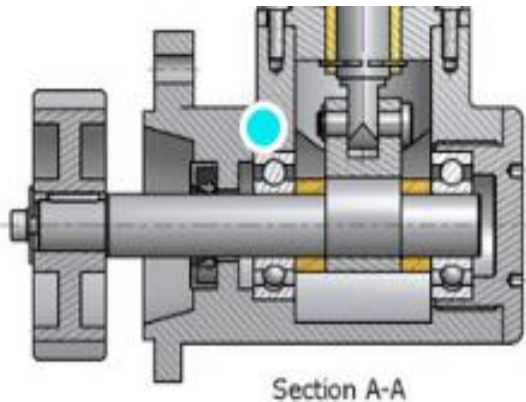
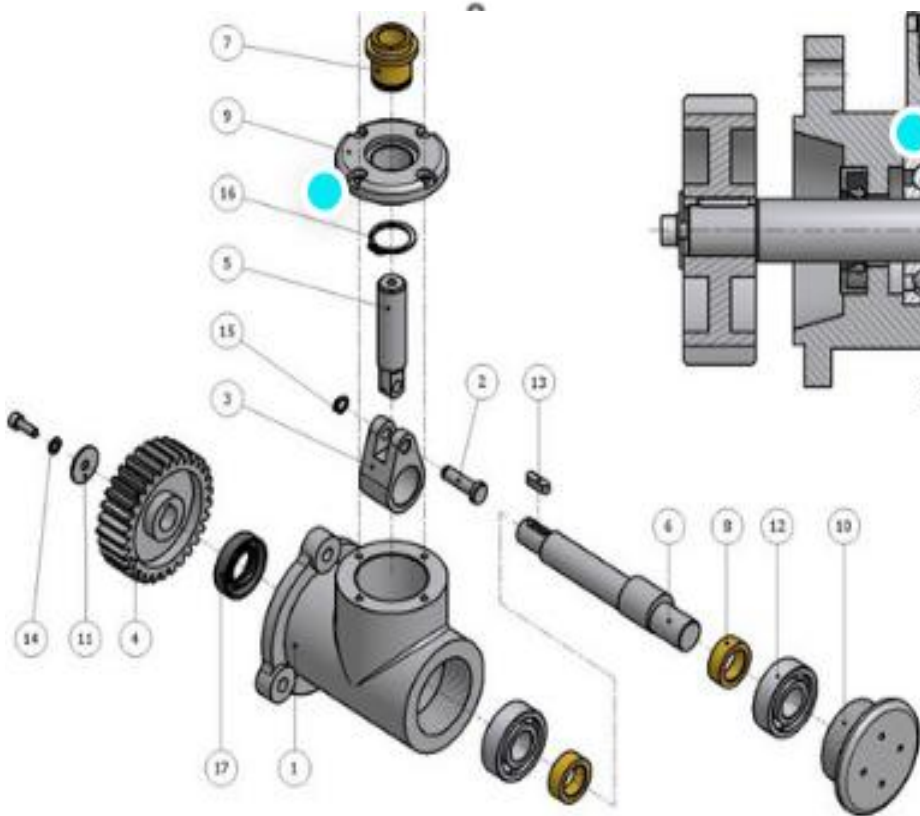
Current Inventory

Item	Site	Inventory Stat..	OH Qty	12 Mon..	r
------	------	------------------	--------	----------	---

205316159	西日本	福岡	福岡	(M)REPAIR
205316213	西日本	筑後	佐賀/長崎	(M)REPAIR
205316304	首都圏	新砂	東京第1	(M)REPAIR
205316329	西日本	筑後	佐賀/長崎	(M)REPAIR
205316434	首都圏	沼津	静岡/山梨	(M)REPAIR
205316435	中日本	立花	京阪神	(M)REPAIR
205316487	東日本	宇都宮	宮城/福島/栃木	(M)REPAIR
205316534	首都圏	荻窪	東京第2	(M)REPAIR
205316595	西日本	徳島	四国	(M)REPAIR
205316736	西日本	鹿児島	鹿児島/宮崎	(M)REPAIR
205316773	中日本	中京	京阪神	(M)REPAIR
205316809	西日本	中津	熊本/大分	(M)REPAIR
205316819	中日本	津	中部西	(M)REPAIR
205317000	中日本	泉大津	阪奈和	(M)REPAIR
205317066	首都圏	静岡	静岡/山梨	(M)REPAIR



■ 外装



18	Socket Head Screw	5	Steel	DN 912 M4x12
17	Up Seal	1	Rubber	DN 3768 A 15x30x7
16	External Clip	1	Steel	DN 471 20x1.2
15	External Clip	1	Steel	DN 471 8x0.7
14	Spring Washer	1	Steel	DN 128-A 4
13	Key	1	Steel	DN 6885A 4x4x14
12	Bearing	2	Steel	DN 625 T1 6202
11	Washer	1	Steel	
10	Cap	1	Steel	
9	Cap Cover	1	Steel	
8	Bush	2	Brass	
7	Bush Support	1	Brass	
6	Shaft	1	Steel	
5	Shaft	1	Steel	
4	Spur Gear	1	Steel	M2 , 2-30
3	Connecting Rod	1	Steel	
2	Clevis Pin	1	Steel	
1	Up Seal	1	Cast Iron	

Edit

Capture Signature

Update Status

Submit for Approval

New Task Line

More

Digital Work Order

KWO-0004155532

Serial Number	Technician	Work Order Type	WO Sub Type
2907306072	Asakura Yasuhiro	ZC01 Sanitation	N-Check

For this QC DWO, Repair is already Present for this Asset.

For this Open QC there is also Withdrawal planned on the asset

Parts Under Warranty

Confirmed

In Progress

Post Work

Under Approval

Approved

Completed

Cancelled

Status: Confirmed



Details

訪問/作業

品質検査

明細

備考

部品要求

変更履歴

Warranty/Maintenance

More

Work Order Detail

Work Order Type

ZC01 Sanitation

WO Sub Type

N-Check

PM Act Type

Installed Location Address

大阪府 大阪市西淀川区中島 2 丁目 3 - 8 7

Installed Location Phone #

Serial Number

2907306072

Ship To(Prefecture)

3870035561-ヒロセ西工場

Work Order

KWO-0004155532

In/Out

In

Technician

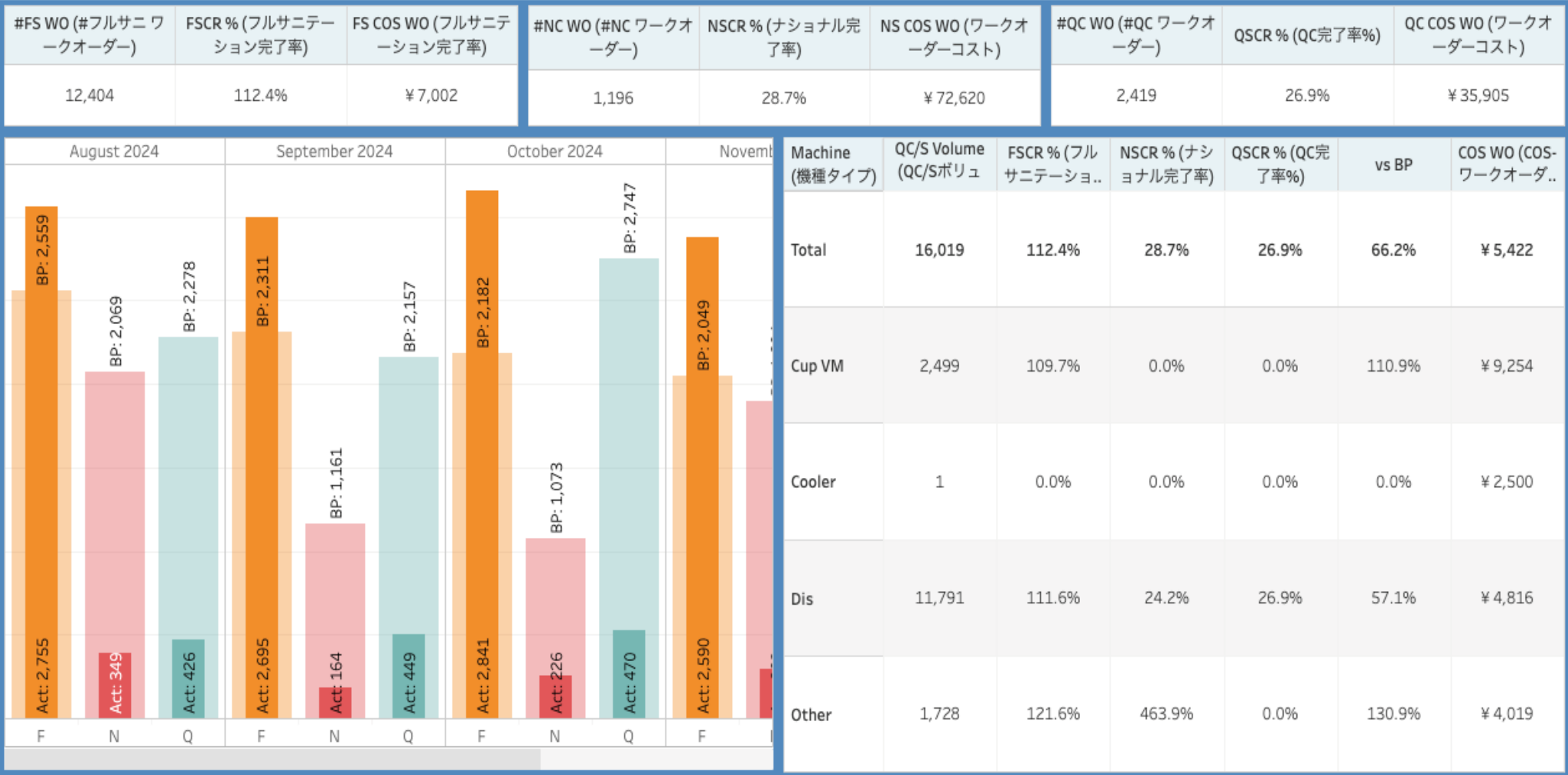
Asakura Yasuhiro

Service Report

Generate Request To Manufacturer



Repair **QC** Refurb Placement Technician Spare Parts



Date (日付)
(Multiple values) ▼

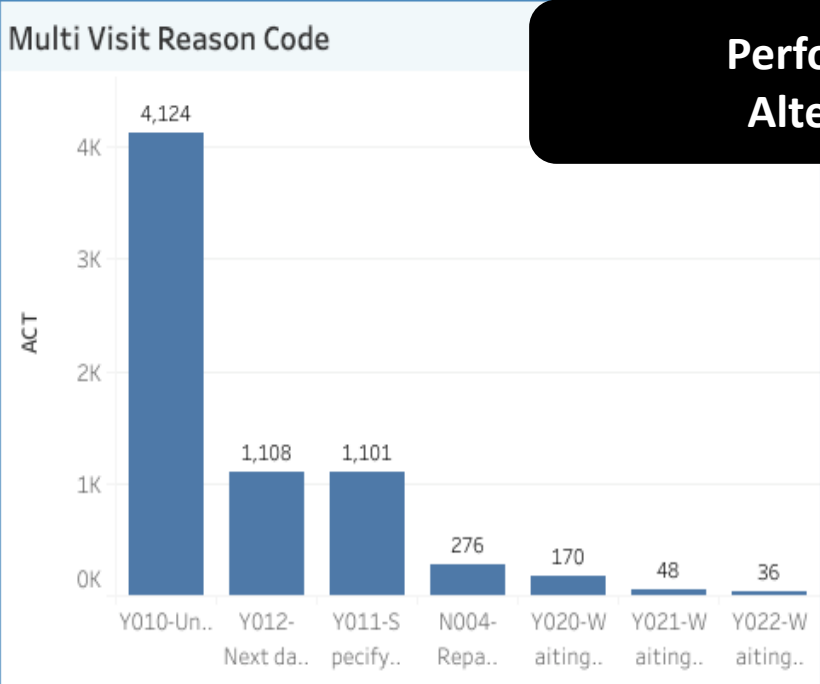
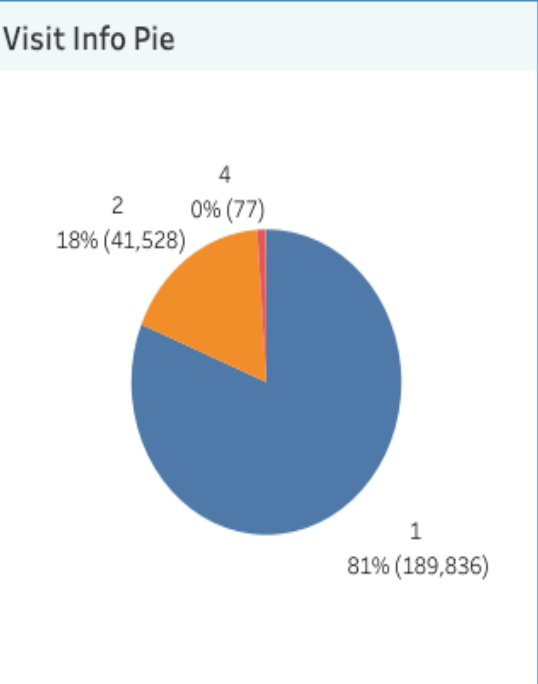
In/ Out (イン/アウト)
OUT ▼

Machine (機種タイプ)
(All) ▼

QC Type
F
N
Q

QC WO (QC ワークオーダ...

Appendix (付録)



Performance Management: Alters & workflow trigger

				Repeat Call	# Technicians	Avg Visits
B101	83.7%	16.3%	80.7%	7.8%	5.00	1.2
B102	83.8%	16.2%	75.8%	13.5%	8.00	1.3
B104	85.5%	14.5%	79.3%	15.2%	14.00	1.2
B105	88.7%	11.3%	85.8%	15.7%	16.00	1.1
B106	82.5%	17.5%	84.3%	8.4%	11.00	1.2
B107	74.7%	25.3%	58.5%	15.8%	5.00	1.5
B109	71.4%	28.6%	70.9%	9.0%	17.00	1.3
B110	83.6%	16.4%	77.4%	14.2%	15.00	1.2
B150	100.0%	0.0%	100.0%	10.7%	4.00	1.0
B152	100.0%	0.0%	100.0%	15.5%	11.00	1.0
B153	100.0%	0.0%	99.7%	12.7%	32.00	1.0
B160	100.0%	0.0%	100.0%	9.1%	6.00	1.0
B162	99.2%	0.8%	98.3%	7.9%	9.00	1.0
B201	99.2%	0.8%	85.8%	8.1%	9.00	1.1

WO Detail

WO NO	Area	Base	Main Center	Work Name	Created Date	Model	Priority	u...	Days Open	Part Used	Part Cost
205316159	西日本	福岡	福岡	(M)REPAIR	1/1/2024 2:19:13 AM	DIS	wo_very_high		10	4	57,445
205316213	西日本	筑後	佐賀/長崎	(M)REPAIR	1/1/2024 3:23:25 AM	CUP VM	wo_high		24	1	100,950
205316304	首都圏	新砂	東京第1	(M)REPAIR	1/1/2024 5:12:48 AM	CAN VM	wo_very_low		18	2	206,371
205316329	西日本	筑後	佐賀/長崎	(M)REPAIR	1/1/2024 5:42:30 AM	OTHER	wo_very_high		17	3	71,667
205316434	首都圏	沼津	静岡/山梨	(M)REPAIR	1/1/2024 7:09:59 AM	DIS	wo_very_low		17	1	303,476
205316435	中日本	立花	京阪神	(M)REPAIR	1/1/2024 7:11:53 AM	DIS	wo_very_high		11	1	298,299
205316487	東日本	宇都宮	宮城/福島/栃木	(M)REPAIR	1/1/2024 8:28:11 AM	CAN VM	wo_very_high		11	1	950,000
205316534	首都圏	荻窪	東京第2	(M)REPAIR	1/1/2024 11:44:20 PM	DIS	wo_very_low		10	1	126,600
205316595	西日本	徳島	四国	(M)REPAIR	1/2/2024 12:45:39 AM	CAN VM	wo_very_low		13	2	163,173
205316736	西日本	鹿児島	鹿児島/宮崎	(M)REPAIR	1/2/2024 2:47:03 AM	CAN VM	wo_very_high		17	2	30,304
205316773	中日本	中京	京阪神	(M)REPAIR	1/2/2024 3:18:05 AM	DIS	wo_very_low		22	2	42,000
205316809	西日本	中津	熊本/大分	(M)REPAIR	1/2/2024 3:46:19 AM	DIS	wo_very_low		13	3	31,614
205316819	中日本	津	中部西	(M)REPAIR	1/2/2024 3:50:17 AM	DIS	wo_high		20	4	61,553
205317000	中日本	泉大津	阪奈和	(M)REPAIR	1/2/2024 6:37:53 AM	DIS	wo_very_low		63	3	54,000
205317066	首都圏	静岡	静岡/山梨	(M)REPAIR	1/2/2024 7:34:33 AM	DIS	wo_very_low		9	1	33,014