Predictive Maintenance for Reducing Cost and Improving CX

The Client Challenge

Our client, a major global supplier of imaging technology, offers "all-inclusive" maintenance to almost all of its customers. They recognized an opportunity to improve the maintenance cycle and reduce costs of different machine parts by applying condition-based maintenance and asked us to help them model it.

The GemSeek Approach

We did initial equipment tests based on a database gathering data from on-line and off-line sensors and additional data sets for each MRI machine. The goal was to produce and equipment condition assessment to plan in advance ordering of parts, scheduling work and planning for repair and part replacement activities.

Dynamic predictive maintenance was carried out on different components of the machine and data from past repairs & cost estimates along with maintenance scheduling was evaluated.

Our primary modelling Technique was SVM and we used R with R-API running along.

The Deliverables

After the model implementation downtime of MRI machines was reduced by 9% and maintenance cost decreased by 13%.