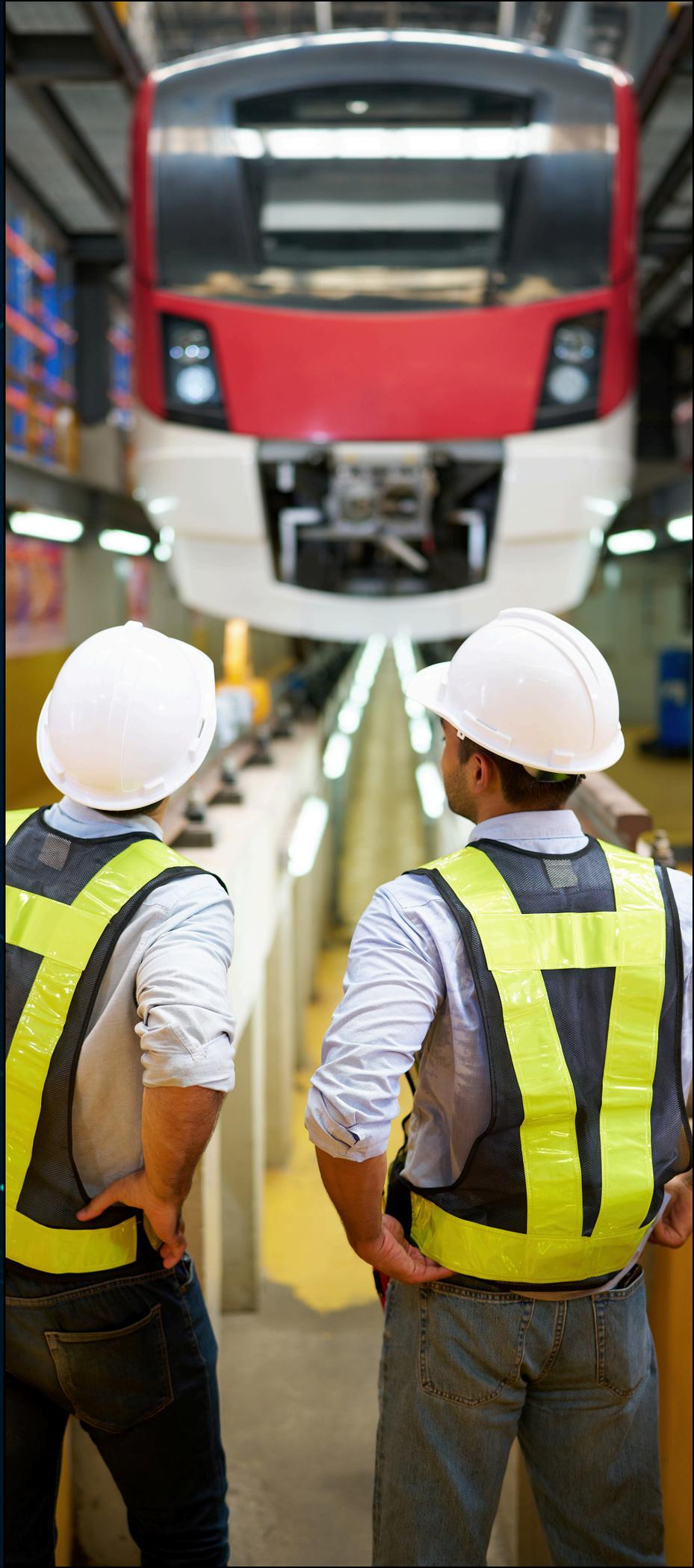




CASE STUDY

**Enterprise OEM
Reducing MTTR
by 40–65%**



Background

A leading OEM with a distributed dealer network faced rising MTTR across its installed base. Service execution varied by dealer. Central support could not scale expertise fast enough.

As machines became more complex, repair times expanded and consistency declined.

Where It Was Breaking Down

Technicians were spending too much time diagnosing:

- Manuals and past fixes were disconnected from live machine data
- Escalations into support lacked structured context
- Part decisions made without clear fault insight
- Less than 15% of incidents were resolved remotely

The OEM did not need more people.

They needed tighter execution with Elevāt.



The Elevāt Approach

The OEM deployed Elevāt to unify visibility, guided diagnostics, and workflows into a single execution model.

Elevāt introduced three structural shifts:



1. AI-Guided Diagnostic Compression

Live faults and manual info translated into guided troubleshooting.

Diagnosis moved from manual searching to structured execution.



2. Shared Network Context

Escalations included fault, utilization, and service history.

Support shifted from reactive to informed intervention.



3. Informed Parts Planning

Signals informed parts decisions before dispatch.

Repeat visits began to decline.

90-Day Rollout: From Visibility to Control



0-30 Days – Visibility: Elevāt connected live machine data across the network.

- Dealer and OEM support aligned to shared machine context
- Service events became measurable end-to-end

Shift: From disconnected troubleshooting to shared visibility.



31-60 Days – Guided Execution: AI-diagnostic workflows deployed to technicians.

- Manuals + diagrams surfaced automatically
- Guided troubleshooting embedded in workflow

Shift: From manual searching to guided repair.



61-90 Days – Network-Level Control: Service data became reusable intelligence.

- Remote resolution expanded
- Escalations accelerated with structured data

Shift: From reactive variability to standardized execution.

12-Month Results

MTTR	40–65% faster MTTR
First-Time Fix	20-35% higher first-time fix
Remote Resolution	3–5× increase in remote resolution
Service Capacity	25–45% increase in technician throughput

Strategic Takeaway

MTTR was not reduced by adding headcount.

It was reduced by standardizing execution. Start the conversation at www.elevat-iot.com/contact-us