How Has the Internet of Things Helped Provide a Better Service for Compressed-Air Customers at a Lower Price?

One of the largest providers of compressed-air systems and compressed-air consulting services in the world, Kaeser Kompressoren delivers its services in more than 100 countries. To meet these customers’ needs effectively, it must provide excellent support to thousands of field employees spread all over the globe and help them deal in an intelligent way with the data they capture. Kaeser turned to SAP® Digital Business Services for guidance in addressing this challenge in an innovative way.

Using SAP Leonardo Internet of Things capabilities as its foundation, Kaeser’s Sigma Smart Air Service now offers the best possible field service backed by a single source of product, component, spare-part, and service information. The new system connects with suppliers through SAP Asset Intelligence Network and applies predictive analytics to provide insights into asset health using the SAP Predictive Maintenance and Service solution. This has not only increased machine availability but also made maintenance and other service offerings more cost efficient. The company now sees improving its processes using machine learning capabilities as the next logical step. Kaeser’s transformation has enabled it to change business models from selling compressors to selling compressed air and to clearly differentiate itself from other compressed-air providers in the process.
Providing a Next-Generation Air Service with SAP® Leonardo Internet of Things

To optimize its Sigma Smart Air Service, Kaeser worked with SAP Digital Services to deploy SAP Leonardo IoT capabilities as its innovation foundation together with SAP Asset Intelligence Network and SAP Predictive Maintenance and Service. Kaefer's new solution connects its compressors smartly in the cloud, allowing it to offer a next-generation service at a lower price.

Before: Challenges and Opportunities
- Service team unable to access calibration data and other equipment-specific information, which was stored in on-premise systems
- No solution to meet the needs of dealers and companies' service providers
- Need for track-and-trace capabilities with selected suppliers to scale up potential

Why SAP
- Strategic partnership and co-innovation with SAP
- SAP Asset Intelligence Network based on SAP S/4HANA® Cloud for maintenance of equipment information and greater transparency over usage
- Standard integration between SAP S/4HANA, SAP Predictive Maintenance and Service, the SAP Manufacturing Execution application, and third-party solutions
- Ability to establish a "digital twin" to build entirely new data-driven business models

After: Value-Driven Results
- Increased service efficiency with one single source of product, component, spare-part, and service information
- Higher customer and dealer satisfaction with an up-to-date digital replica and improved supplier collaboration
- Greater transparency across the company's installed base, enabling it to offer additional digital services and new business models
- Enhanced flexibility of a cloud-based solution

“SAP Leonardo digital innovation system provides the framework for different applications that can be easily combined to orchestrate your own business model.”

Falko Lameter, CIO, Kaeser Kompressoren SE

New
Business models based on real-time data

Higher
Customer lifetime value and service efficiency

>1 million
Measurements per day to avoid unplanned downtime

See how Kaefer boosted its air-service business with SAP software.
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