

La Matematica per la Predictive Maintenance

Digital Awards 2020



Pain

- The customer service receives **calls for assistance** when the washing machine has a failure
- It's **hard to have a clear failure diagnostic** until the on-site visit of the service technician
- It could take some **time before the visit and** even more before **the resolution**, as the spare parts must be ordered
- In the meanwhile, the washing machine is **out-of-service** and the customer feels **frustrated**



Business need



- Increase Customer Service **efficiency** and **proactivity**
- Optimize technicians **logistic**, knowing reported and potential failures
- Having idea of imminent failures on determined components allows the company to supply **spare parts** in advance



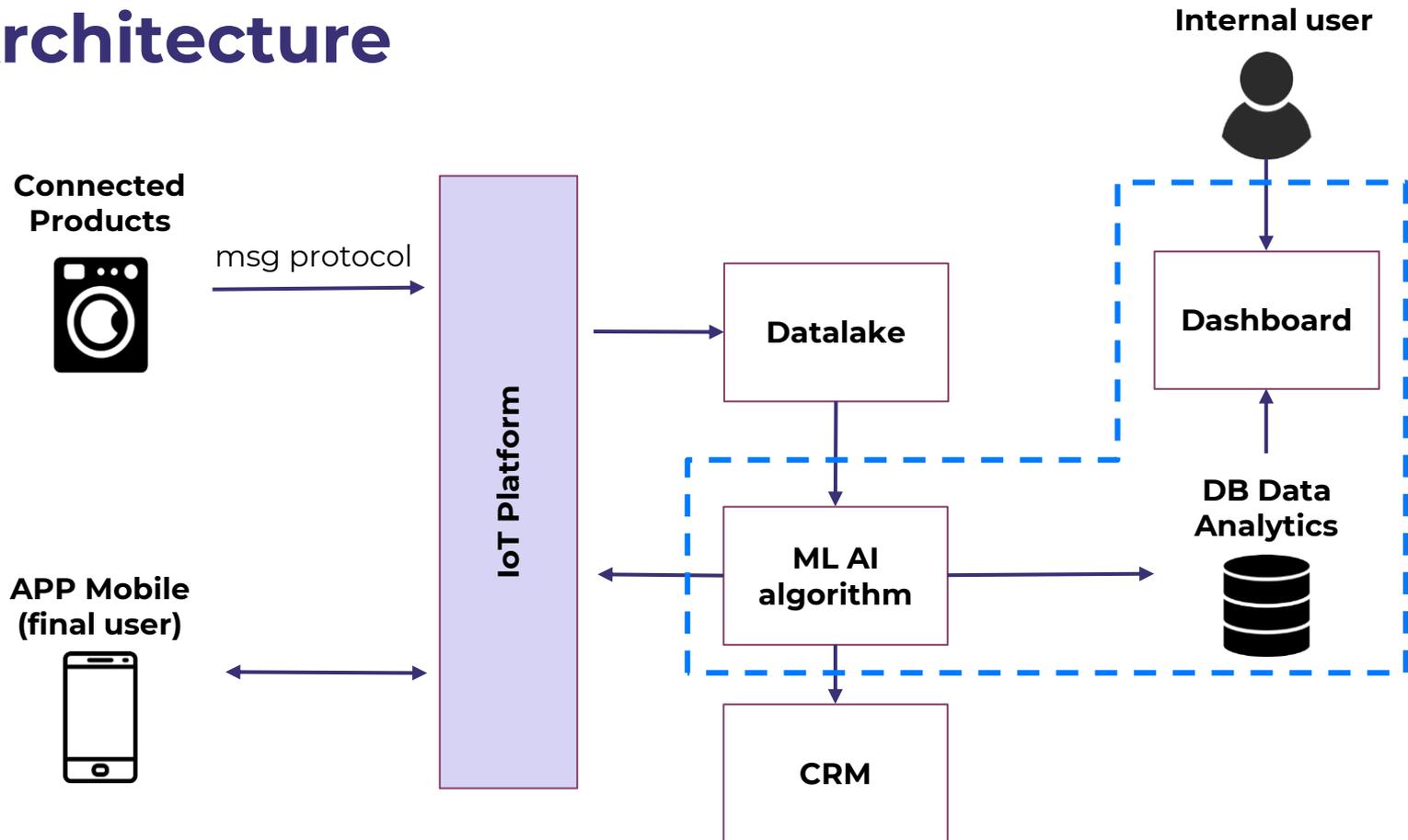
Project Goal



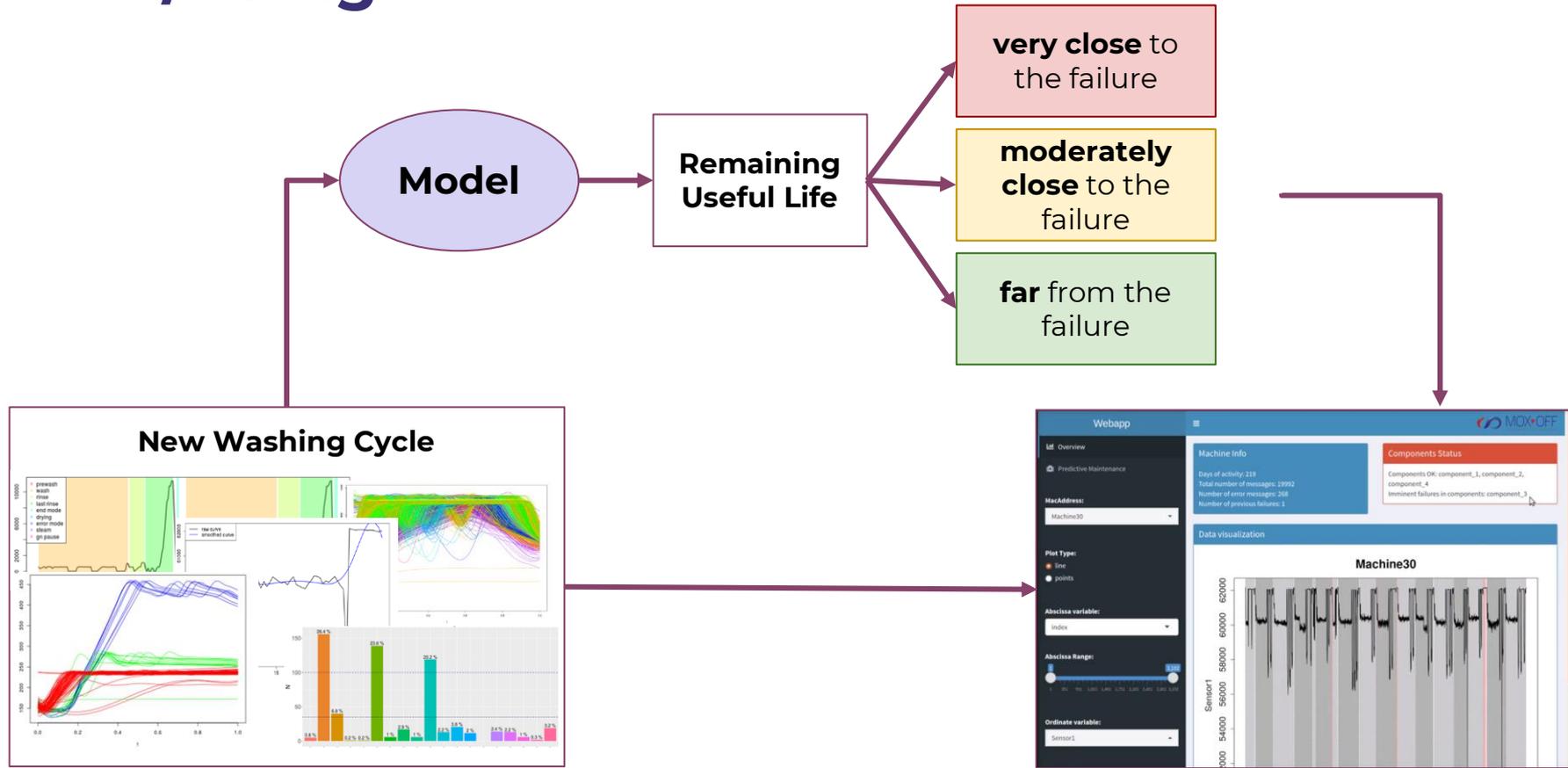
Development of a **Predictive Maintenance** system able to:

- identify more than 50% of the failures
- give less than 10% of false warnings
- recognize the failure type

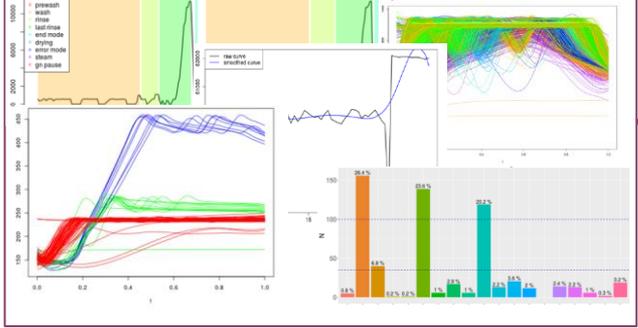
Architecture



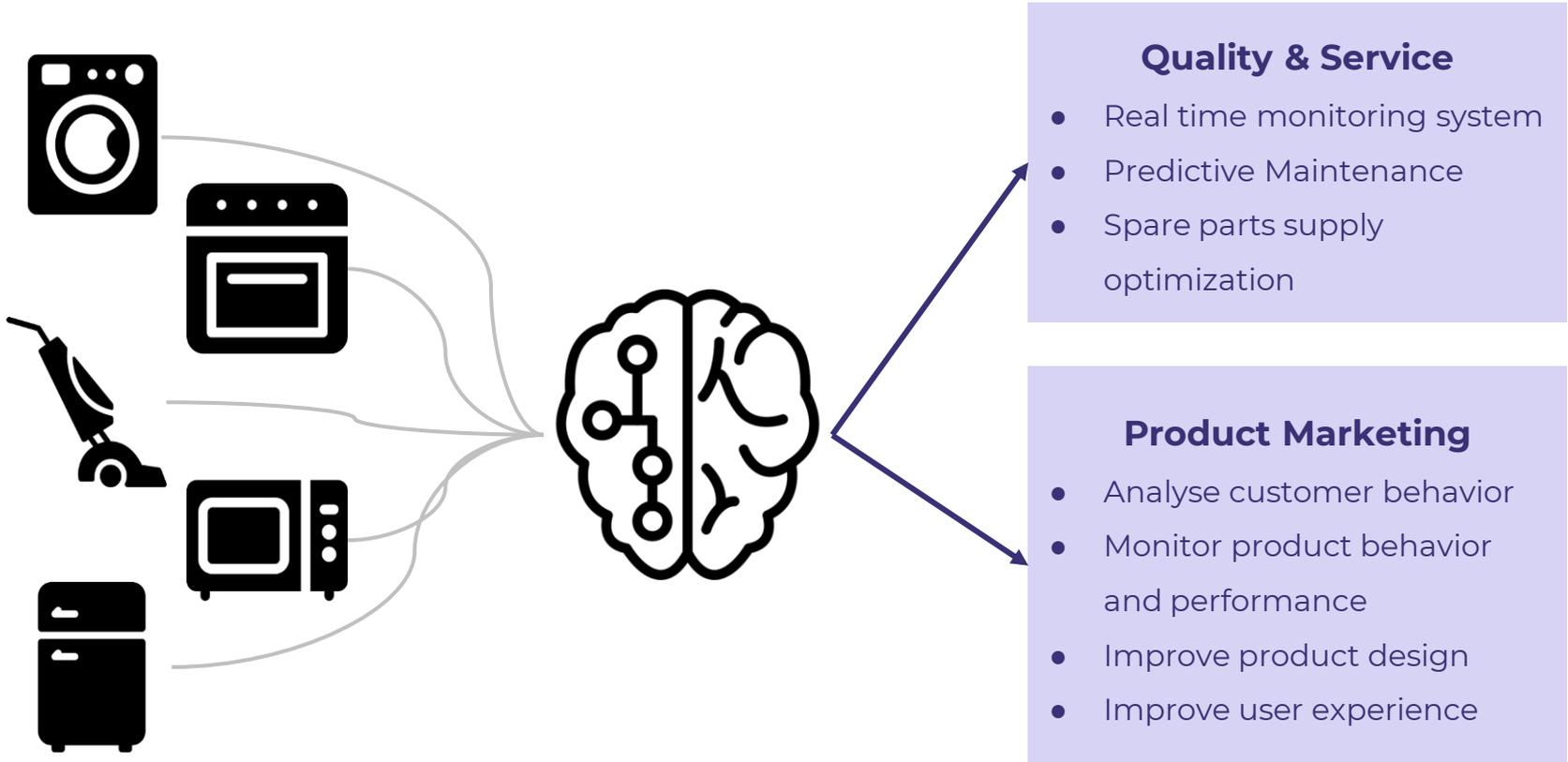
ML/AI algorithm



New Washing Cycle



Business Impact





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