

Using AI to recommend – quickly and accurately - areas of equipment and machinery needing repair

Repair Recommendation Service

Creating an analysis model for repair know-how from past break-downs and repair history, and using optimum suggestions for areas needing repair to help improve First Call Resolution rate and First-Time Fix rate

The Concept of Repair Recommendation

In response to break-downs, AI will suggest the most likely areas needing repair to CEs. It creates an analysis model of data from break-down and repair histories of our customers' machinery using analysis and IT technology that utilizes maintenance knowledge.

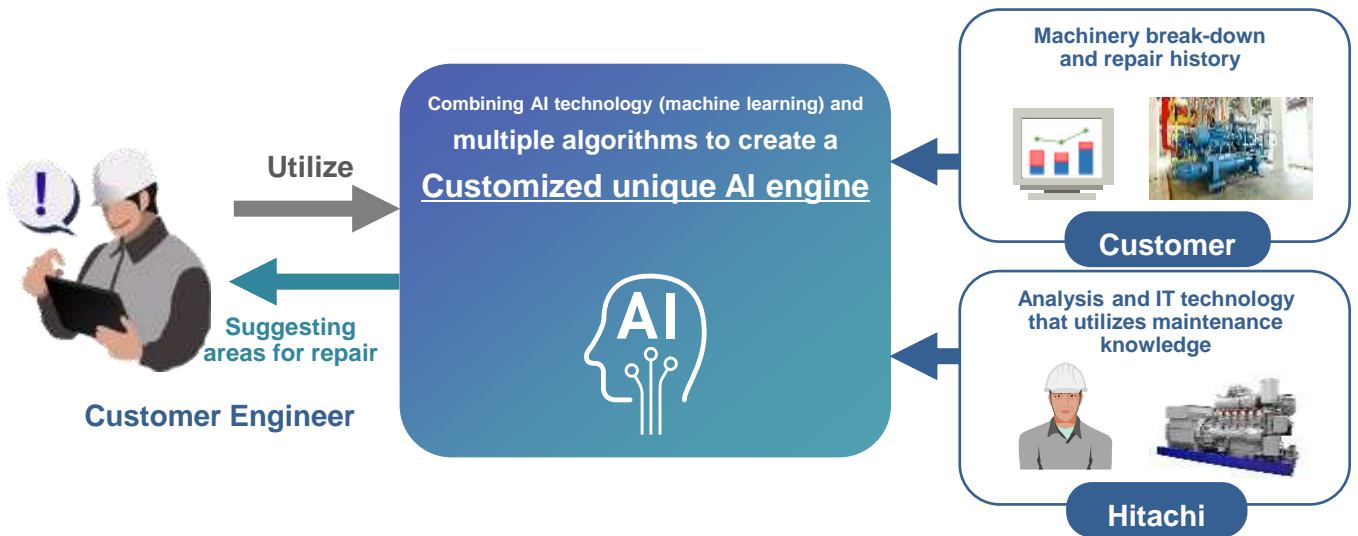
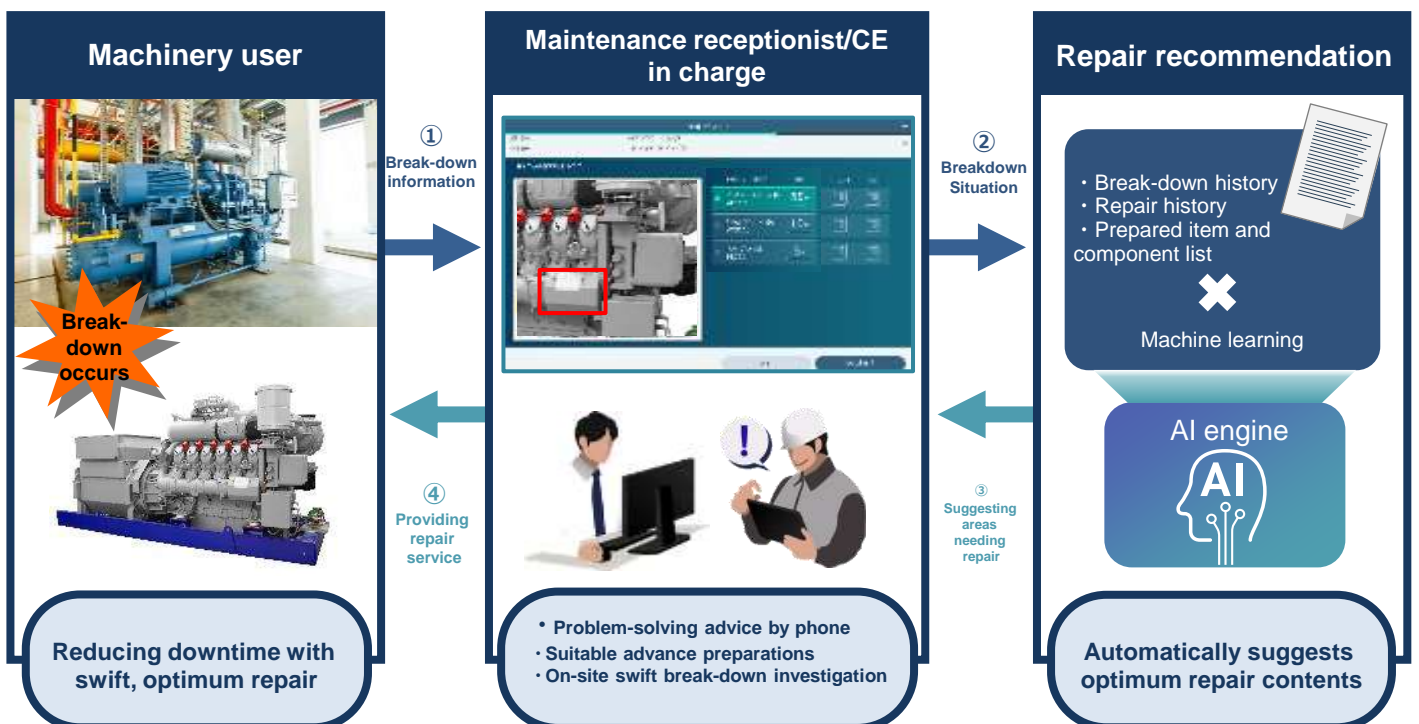


Image of Using the Service

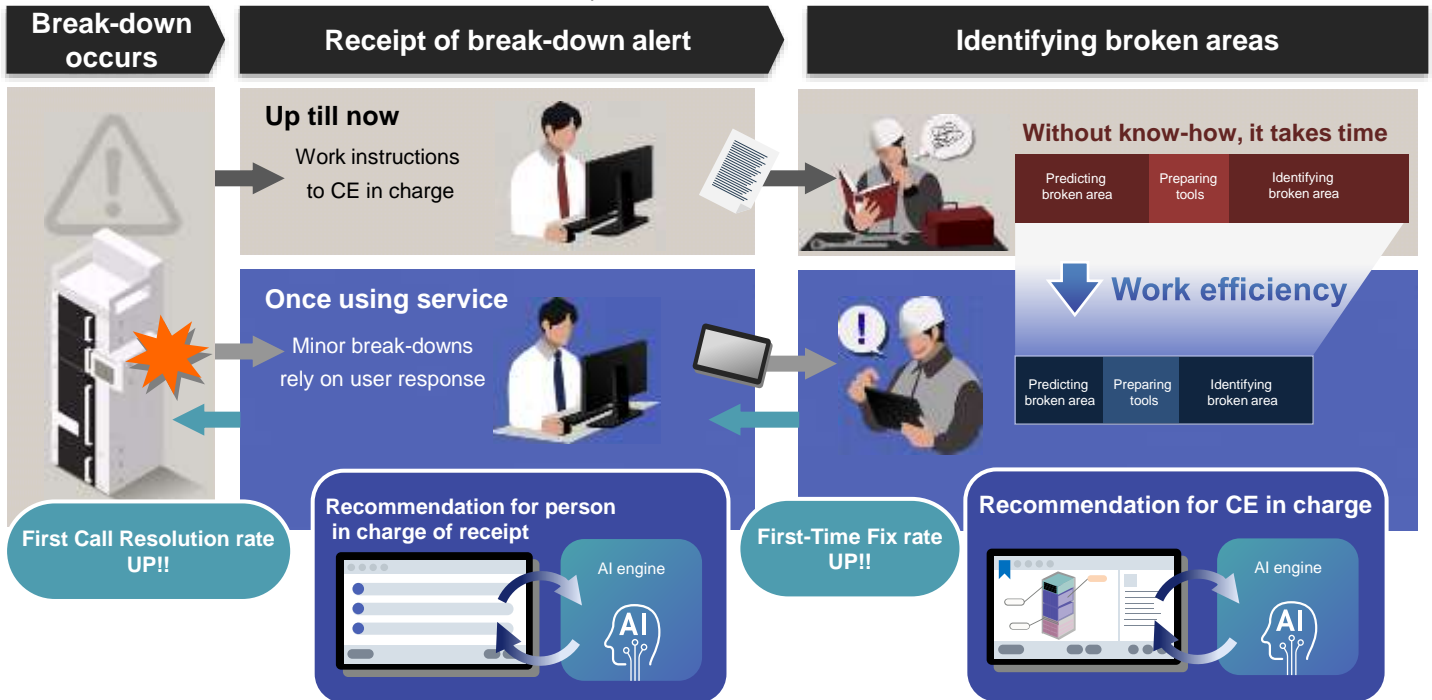
If a break-down in machinery occurs, the analysis model will automatically suggest the optimum repair contents based on the break-down circumstances, so the maintenance receptionist or CE in charge can optimize repair work, reducing downtime of users' machinery.



Merits of Using the Service

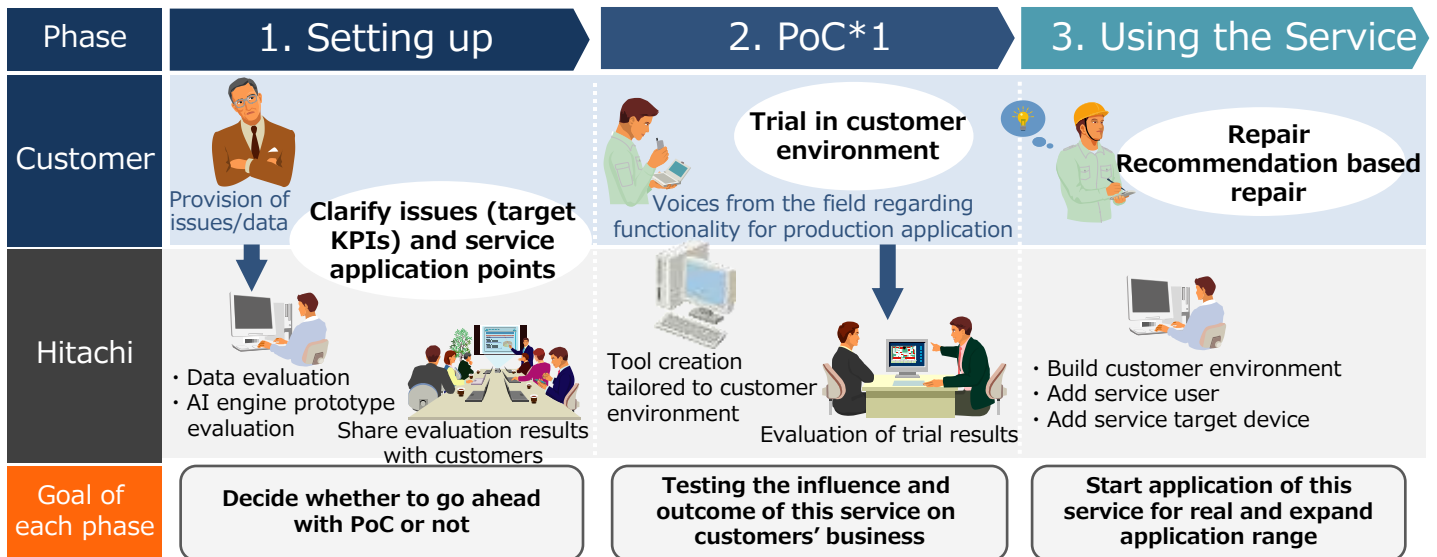
Digitalization of maintenance know-how enables work to be more efficient.

Suggesting optimum countermeasures and broken-down areas achieves results at the time of receipt of break-down alert, such as improving First Call Resolution rate and First-Time Fix rate in on-site repairs..



Process Leading up to Using the Service

We enable customers to benefit by using our Repair Recommendation Service after understanding customer issues and data.



*1 PoC : Proof of Concept

● Service and product specifications featured in the catalog can change without warning due to improvements etc.

For more information about the products please contact us

■ Product Introduction's Website

https://www.hitachi.com/products/it/control_sys/skilled_maintenance/repair_recommend/