



*Case Study:*

**Leading OEM Reduces  
Warranty Costs and Increases  
Aftermarket Sales with Seebo**





# Introduction

Machine manufacturers are turning to Condition Monitoring to reduce maintenance costs and cut unplanned downtime.

To deliver these business outcomes, a leading European packaging machine manufacturer implemented Seebo Condition Monitoring Solution to get deep visibility into equipment health and extract actionable insights from machine data. The end result: reduced warranty costs by 23%, and increased aftermarket sales by 12% - within just 9 months of solution deployment.

The Seebo Condition Monitoring Solution is a full turnkey solution delivered in 8-10 weeks - including data connectivity hardware and software, data analytics, digital twin dashboards, and alerts - for factories and machinery OEMs.

This case study examines how a machine manufacturer delivers three specific business outcomes with the solution:

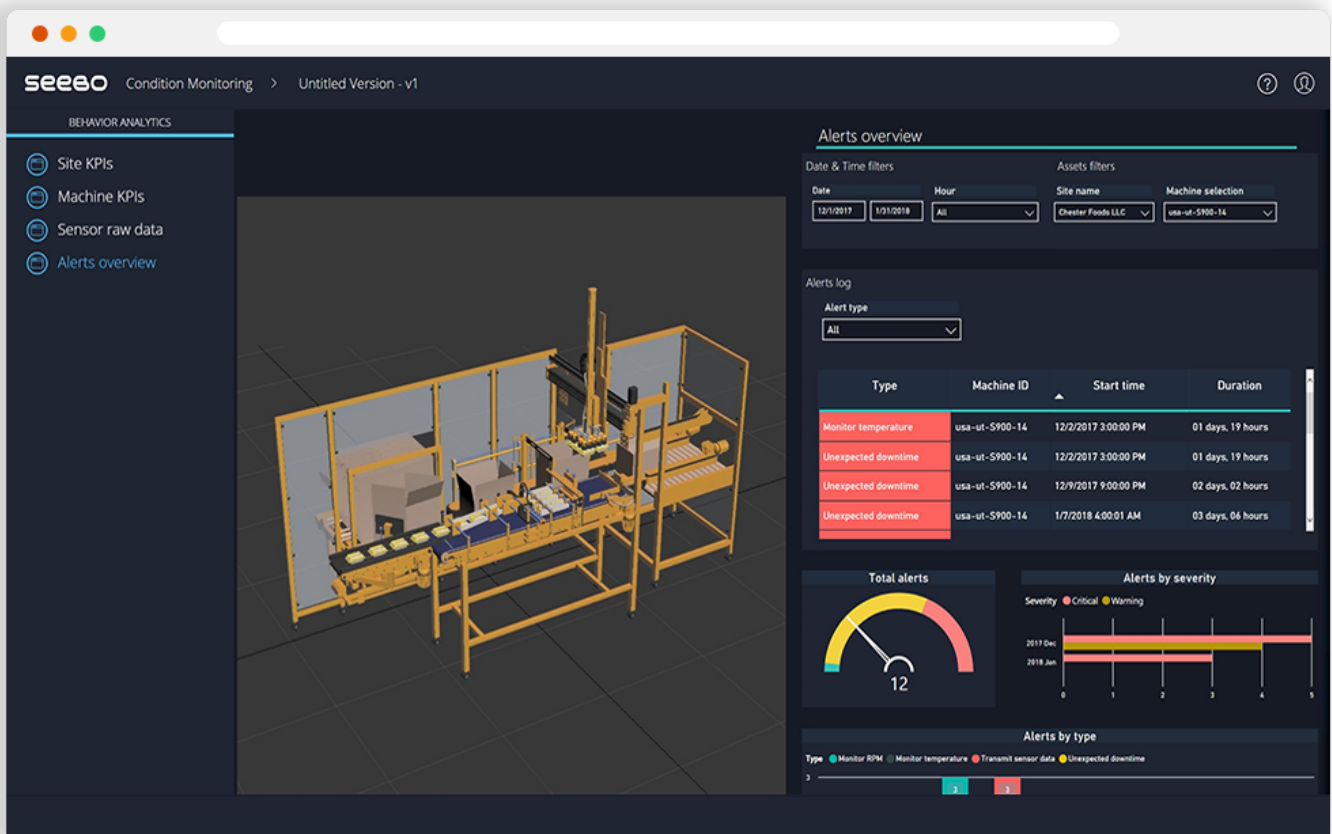
1. Reduced warranty costs of machines
2. Increased aftermarket sales
3. Improved customer service



# Reduced warranty costs of machines

The aftermarket warranty process is crucial for ensuring optimal operation of machines, with close to zero unplanned downtime and low maintenance costs. At the most basic level, Seebo Condition Monitoring reduces the OEM's time-to-repair and cost-to-repair for issues reported by customers.

With digital twin dashboards, the OEM customer service personnel easily visualizes and understands the real-time operational health of their deployed machines. They receive smart alerts with predictive metrics based on key machine parameters, such as machine temperature, pressure, vibration, humidity, fatigue, and wear in order to quickly identify and solve issues remotely.



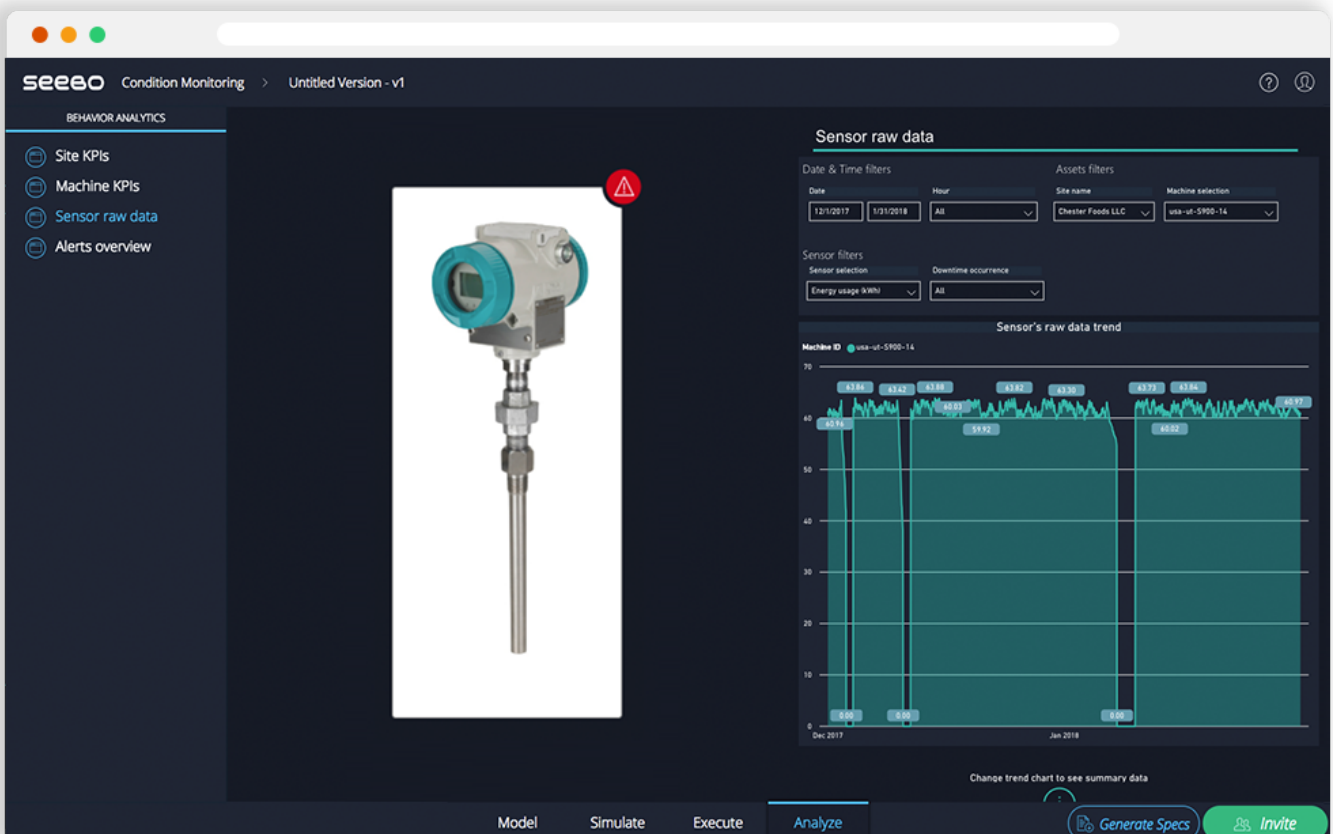
Specifically, the manufacturer can monitor and analyze unstable RPMs occurring in select machines in the field. With Seebo Condition Monitoring anomaly detection, the company was able to correlate the issue in machine performance with debris stuck in the motor. Using that information, the company instructs customers on

how to proactively maintain the motor, while at the same time improving the machine design for future customers. As maintenance becomes increasingly proactive and timely, the company cuts labor and travel costs, with repairs conducted before critical damage occurs. In addition to reducing downtime, this allows the company to minimize service time.

## Increased aftermarket sales

A key driver for Industry 4.0 is the creation of new revenue streams with data-driven services. For the company in this case study, Seebo Condition Monitoring presented two key opportunities in this area: increased sales of spare parts and providing a turnkey maintenance service to customers.

In order to sell more machine parts, Seebo Condition Monitoring proactively alerts the OEM's service team when a specific machine requires maintenance or replacement – ahead of failure. This includes the conveyor belt and machine gears, monitored with sensors to notify the OEM when wear goes below a defined threshold, in order to send replacement parts proactively to customers.



With these insights, the company is able to offer customers a differentiated turnkey maintenance solution. The solution is a subscription-based service with access to predictive maintenance dashboards and alerts, as well as technicians on-demand. By doing so, the OEM can sell the machine as a service – priced per packaged – with full service and support.

## **Improved and differentiated customer service**

By implementing Seebo Condition Monitoring, the company was able to reduce downtime, as well as maintenance and warranty costs for their customers. Customer satisfaction is boosted with increased OEE and quick solutions to issues occurring in the packaging machines.

Customer service is improved as well, with proactive part replacement and insight for the operator into their machine health. For the OEM, less traveling and resources are required to achieve these objectives.

## **Conclusion**

By implementing Seebo's Condition Monitoring solution, the packaging machine manufacturer reduces warranty costs, increases aftermarket sales, and ultimately improves the satisfaction level of their customers.

Delivered in just 8 weeks, the company benefited from unmatched speed-to-market and predictable ROI.



Seebo is an Industry 4.0 SaaS platform with packaged solutions for Remote Condition Monitoring, Predictive Maintenance, Smart Factory, and New Product Innovation.

Powered by the Seebo platform, Seebo solutions combine visual tools for IoT Modeling, Simulation, and Analytics – with vertical templates and best practices. The result: unmatched speed-to-market and predictable ROI.

Manufacturers across industries – including Grundfos, BIC, Procter & Gamble, Ralph Lauren, and many more – use Seebo to improve overall equipment effectiveness (OEE), cut service costs, and maximize asset uptime.

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