How Does a Global Manufacturer Evolve to Compete in a Service-Oriented World?

Delivering “air as a service” to a global customer base

Air compressors built by Kaeser Kompressoren SE are in constant use, many in some of the world’s most demanding manufacturing environments. Proactive field support helps ensure customer satisfaction, but truck rolls are expensive. Gathering sensor data remotely from the Internet of Things (IoT) might work to minimize on-site visits, but only if that data could be processed and combined with customer data from existing business systems. If it could interact efficiently with all this data, Kaeser could seize new opportunities to meet customer needs for products, services, and responsiveness around the world.
Kaeser Kompressoren is transforming its ability to build, service, and package offerings with customer needs in mind.

By orchestrating data end to end from internal systems and from the Internet of Things (IoT), the SAP® Data Hub and SAP Analytics Cloud solutions are helping Kaeser Kompressoren SE to:

• Respond to customer needs with an air-as-a-service offering
• Work with a single, automated system to manage a customer-focused supply chain
• Optimize data ingestion from remote data sources
• Reduce IoT data ingestion time from days to minutes
• Use machine learning to optimize on-premise equipment maintenance and lower costs
• Scale operations in response to new customer demands and new geographic opportunities
• Work with a single, global version of the truth

“We use SAP Data Hub to combine sensor data from all over the world with customer, product, and manufacturing data. It delivers insights and levels of responsiveness that are entirely new. We are entering a new era of innovation and can act as an intelligent enterprise to provide real value to our customers.”

Falko Lameter, Chief Information Officer, Kaeser Kompressoren SE

See the related story and video.
Kaeser Kompressoren SE relies on the SAP® Innovation Services portfolio to execute on its digital transformation program. The following SAP solutions and services help Kaeser to create a more-efficient, responsive, and customer-centric supply chain:

- SAP Data Hub solution
- SAP Analytics Cloud solution
- SAP Asset Intelligence Network
- SAP Leonardo Machine Learning capabilities
- SAP S/4HANA®
- SAP HANA® business data platform
- SAP Cloud Platform
- SAP Predictive Maintenance and Service solution
- SAP Innovation Services