

## From Blind Response to Predictive Action: Rewiring OEM After-Sales Falco DOIT (IoT)



### Does your machine installed on the field gives live feedback?

Ask any OEM what happens after the machine leaves the factory — and chances are, it's a mixed bag.

For all the engineering brilliance that goes into designing and assembling a custom machine, the after-sales experience often feels... disconnected.

Not because people aren't working hard — but because the machine itself is silent.

**Falco CEM** is built to address exactly that.



### The Real Problem Isn't Service Speed. It's Visibility.

What typically happens:

- ❖ A customer calls. The machine isn't working as expected.
- ❖ The service engineer travels, inspects, guesses, adjusts, replaces, tests, and hopes.
- ❖ Maybe the problem gets fixed. Maybe it recurs.
- ❖ Meanwhile, the customer's frustration builds.

Now imagine this:

What if your machine could speak?

What if you knew — in real time — what's happening inside it, even before the customer called?



## Falco OEM\_DOIT: Let Your Machines Talk.

DOIT is not just another ticketing system. It's a bridge between your **installed base** and your **engineering + service team**.

It turns passive machines into intelligent, connected equipment — quietly reporting their own health.

With **Falco DOIT**

- ❖ Get Fault Alerts in Real-Time
  - Know the moment a parameter drifts or a component falters. No delay. No guesswork.
- ❖ See Field Performance in Context
  - Not just the fault — but how it compares to similar machines, use conditions, history.
- ❖ Equip Your Engineers Before They Go
  - Let your field teams see the exact problem before visiting the site — and carry the right parts, tools, and mindset.
- ❖ Smart Workflows, Faster Resolution
  - Link faults to service tickets, parts ordering, even design rework loops if needed.
- ❖ Turn Service Logs into Engineering Feedback
  - So, the next version of your product doesn't just rely on gut feel — it's built on real-world performance data.



## Better Machines, Better Customers, Better Margins

When OEMs ignore after-sales, they bleed.

- ▼ Customer confidence erodes
- ▼ Repeat visits eat margins
- ▼ Valuable field data is lost

With **Falco CEM**:

But when after-sales becomes a proactive capability, it builds:

- ✓ Customer retention
- ✓ Engineering intelligence
- ✓ Field service efficiency

DOIT is your first step toward that shift.

From “fix it when it breaks” to “we knew it before you did..”