This ideation **story** is based on **real time situation** faced due to failure of my cars **Alternator**.

Our car's alternator is a workhorse. When your engine is running, the alternator charges the battery and supplies power for the vehicle's electrical systems. There are a lot of electrical accessories and systems in your car, beyond just lights and stereo. Modern cars are loaded with sensors and computers that all require electricity. From lights to GPS systems, the alternator powers it all.

The alternator keeps things electrically charged and going. If it fails, you're stuck – and it can go bad slowly or suddenly. I experienced it in latter fashion as all the lights on my car dashboard were flashing and steering was moving zig-zag and I have to stop at nearby church parking lot. After sending my family to home, have to wait 3 hours to finally get my car Towed.

We have in-built sensors for Engine Check, Oil check and Battery check, But not directly for alternator failure. An Iot Sensor to sense the gradual failure of Alternator would have saved the day and would save man hours of "Transportation", "Manufacturing/ Service" companies.

Category: Manufacturing, Transportation

<u>**Solution**</u>

Manufacturing/Service Company would place a sensor near Alternator, which is connected to SAP Cloud Platform application via IoT Platform.
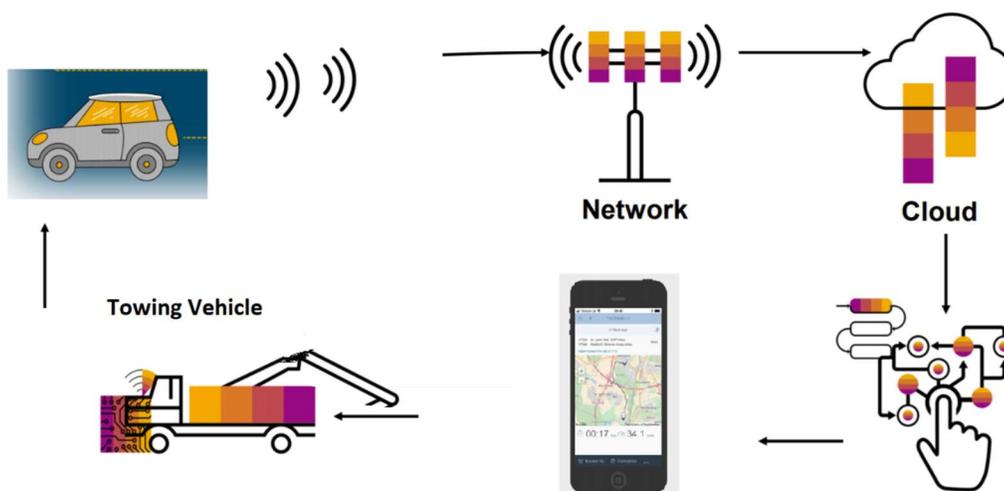
Intelligent Enterprise: Solution is comprised of SAP vehicle Insights that is part of SAP's Ready to Run Business scenarios.

Step1: Each Sensor information is stored along with the Car information, (Owner Email, Phone#). When Sensor identifies the electric system in car dims out, sends the information to the cloud platform. An Automatic Workflow triggers a message to Car Owners Phone informing him/her the problem. This enables Owner to be cautious and book a service appointment.

Step2: The Electronic System completely fades out. An automatic Voice call is being sent to the owner. He could press appropriate number to speak to representative or even trigger the initiation of transportation via Towing Vehicle .Towing Company gets the GPS location of the Car and reaches promptly to pick the car and driver and drop him at the nearest Manufacturers service center.

Business Impact

- This sensor based automation saves 60% of Man hours. Because in earlier situation, Car Owner need to call the Towing Company or Insurance agent who takes his details and then needs to contact a Towing Agent to connect back to the Owner. This would save money and time to Manufacturer/Service Company in reducing the Customer care hours.
- This initiation of Sensor for unexpected breakdown would bring customer satisfaction towards manufacturer. 30% Revenue growth for Car services is seen.

I personally would have had a better day had the things been worked in this fashion.