

# CASE STUDY

Asset Intelligence: Enhancing troubleshooting efficiency and minimizing field trips for maintaining water supply network instruments through a Digital Knowledge Companion (DKC), thereby boosting workforce productivity and resilience.



## BACKGROUND AND CHALLENGE

Flotech, a prominent private player in instruments/IoT, software provision, and O&M services contracting for PUB Singapore, faced a formidable challenge. Managing the maintenance of over 300 IoT-Telemetry stations across Singapore was both tedious and demanding. Persistent issues such as frequent offline occurrences, various error messages, and staff turnover created an urgent need for effective solutions. The absence of clear SOPs resulted in repetitive "trial-and-error" troubleshooting, compounded by daily scheduling and coordination through WhatsApp with various stakeholders and the extensive preparation of mundane reports.



## USE CASES

The Digital Knowledge Companion (DKC) has proven effective in:

### INTELLIGENT SOP AND AUTOMATION

Quick access to SOPs, manuals, and reports. Automated report generation including periodic reports for submission

### CORRECTIVE MAINTENANCE AND TROUBLESHOOTING

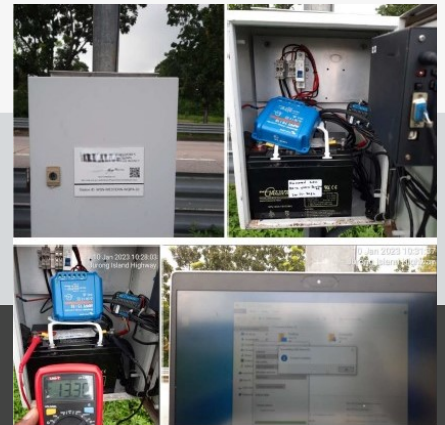
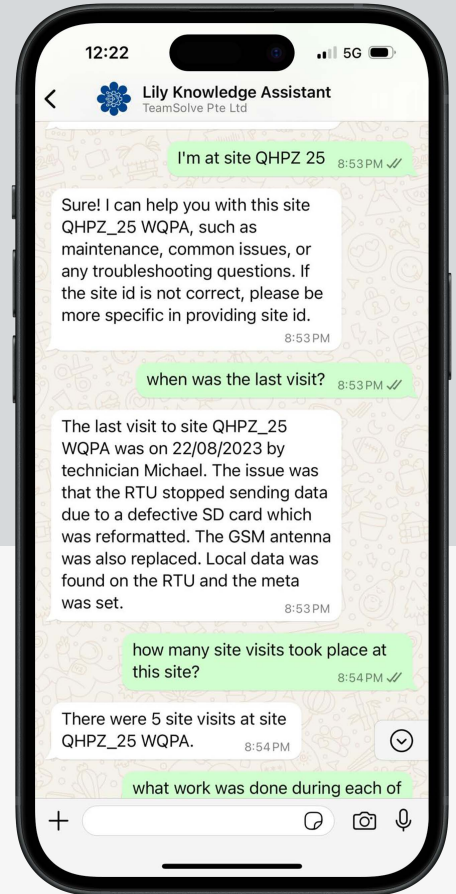
Offers root cause analysis and best practices. Captures knowledge and automates reporting. Enriches the knowledge base with real-time data.

# TECHNOLOGY & SOLUTION IMPLEMENTED

Flotech's quest for innovation led them to partner with TeamSolve's Lily®, a groundbreaking Digital Knowledge Companion™ powered by Generative AI. Lily® emerged as a comprehensive solution, offering invaluable knowledge insights into site orientation, history, troubleshooting, root cause diagnostics, and best practices through conversational interactions.

**The DKC supports the workforce in asset troubleshooting by providing access to best practices, capturing valuable knowledge, offering intelligent SOP support, and generating automated reports.**

Field staff discovered a superior method for technical troubleshooting during maintenance, with Lily® providing easy access to expert and field insights and streamlining the maintenance record process with automated report generation. Lily's capability to accurately answer general statistical or knowledge questions about all sites, along with its continuous learning from new knowledge and insight generation, revolutionized on-the-spot decision-making, proving to be a significant investment. The Digital Knowledge Companion (DKC) was implemented, rigorously tested, and refined based on user feedback. Integration into familiar platforms like WhatsApp improved user accessibility and experience. The DKC continuously captures asset data, including site images, SOPs, historical information, and troubleshooting guides, ensuring knowledge preservation, continuous learning, and accessibility across all levels.



”

*“With Lily's support, my staff can now work independently, significantly reducing errors and freeing up to 15% more time for other critical tasks. This increased efficiency leads to higher equipment uptime, enhancing our customer's confidence and satisfaction.”*

**Flotech Project & Service Delivery Manager,  
Mr. Lim Chee Wan**

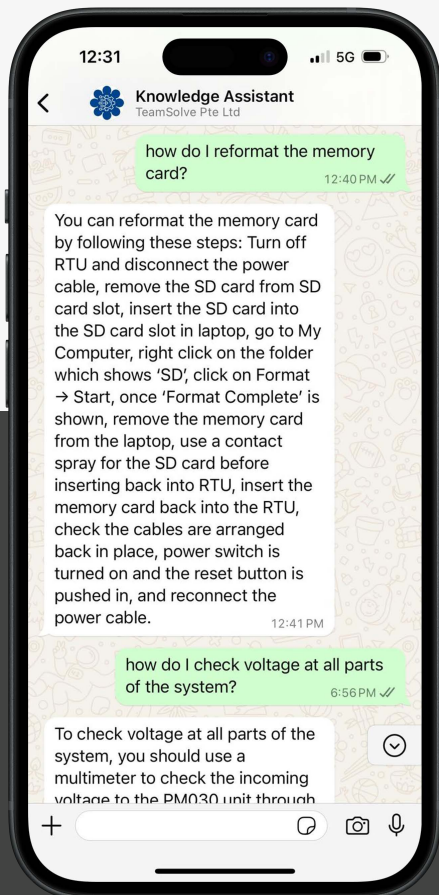
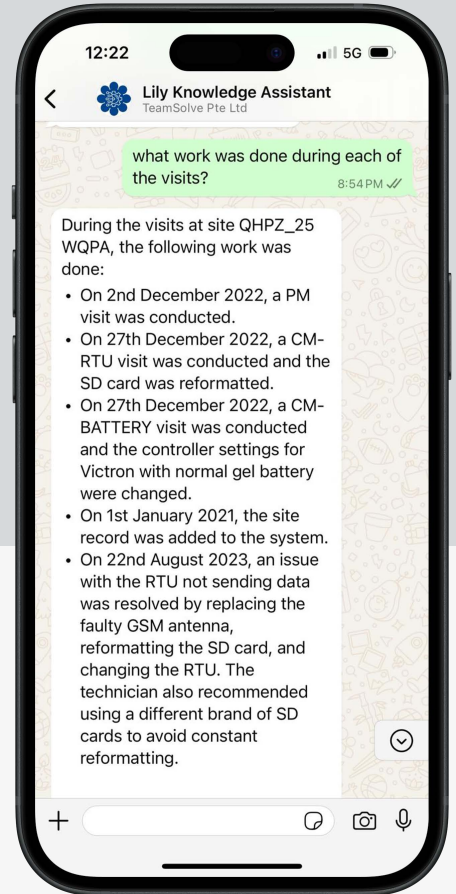
# OUTCOMES AND FUTURE DIRECTION

Flotech's adoption of Lily® has led to a significant 15% boost in productivity and enhanced asset uptime. Lily® has improved business continuity and resilience amid staff shortages, ensuring consistent performance with fewer mistakes and fewer service call outs. Technicians now have easy access to SOPs, best practice insights, and fully automated reporting, saving valuable time for all stakeholders, including supervisors.

Key benefits include:

## REDUCED SUPERVISOR INTERVENTIONS

Minimizing return field trips, repeated mistakes, and expediting troubleshooting. This frees up time previously spent on manual report preparation.



## EFFORTLESS ONBOARDING

Simplifying the onboarding process for new staff, significantly reducing re-training needs.


## ENHANCED VISIBILITY AND TRANSPARENCY


Providing all stakeholders with clear insights into ongoing work, simplifying performance assessments, and addressing knowledge gaps.

## IMPROVED PROFITABILITY

Enhancing brand and service differentiation with AI, boosting customer satisfaction through better visibility and knowledge sharing.

Flotech's success with Lily® demonstrates the transformative power of innovative solutions in revolutionizing operations and driving unparalleled success. Both parties look forward to further collaboration on expanded use cases.

 [info@teamsolve.com](mailto:info@teamsolve.com)

 [www.teamsolve.com](http://www.teamsolve.com)