

# How Can IoT Innovation and a Partnership Between Two High-Tech Leaders Better Serve Joint Customers?

You probably don't often think about the electronics in escalators, space systems, or even your automotive equipment. That is because customers trust in Mitsubishi Electric solutions. As one of the world's leading producers of electrical and electronic products, the company is dedicated to providing engineering and manufacturing companies across a wide range of industries with safe, effective, and durable systems they can rely on.

In order to transfer preprocessed data from its own automation platform to its customers' back-end SAP software systems, Mitsubishi Electric uses the SAP Cloud Platform Internet of Things service. This lets customers easily link their shop-floor and asset information with SAP Cloud Platform to enable advanced analytics. Now, customers have insight into connected automation systems, including up-to-date information about status and usage as well as predictive analytics, to trigger capacity alerts and maintenance requests. The result is better monitoring, more accurate forecasting, and higher asset availability for Mitsubishi Electric's and SAP's joint customers.



# Enabling New IoT-Based Services for Manufacturing with **SAP® Cloud Platform**



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**Industry**  
High tech

## Products and Services

Manufacture, marketing, and sales of electrical and electronic equipment used in information processing and communications, space development and satellite communications, consumer electronics, industrial technology, building equipment, and products for the energy and transportation sectors

## Employees

>100,000 worldwide

## SAP® Solutions

SAP® Cloud Platform, SAP Cloud Platform Internet of Things service, SAP Predictive Maintenance and Service solution, and SAP Asset Intelligence Network

Mitsubishi Electric provides customers with automation solutions that support the need for increased manufacturing performance and digital transformation. When combined with SAP Cloud Platform Internet of Things, these solutions connect customers' physical assets to their back-end SAP software systems without external gateways. The result is that manufacturers can reduce total cost of ownership, enable full data integration, and maximize productivity.

## Before: Challenges and Opportunities

- Provide customers with extended smart services for their automation devices at the shop-floor level that incorporate the large base of existing diagnostic capabilities
- Establish an easy connection between shop-floor equipment and SAP Cloud Platform to enable business owners with a bigger picture of their manufacturing insights

## Why SAP

- Rich IoT protocol support and sophisticated data processing to securely connect with devices, machines, and other physical assets on premise or in the cloud
- Enterprise-grade lifecycle management for IoT devices, from onboarding to decommissioning
- Tight integration between SAP Cloud Platform Internet of Things and software such as SAP Predictive Maintenance and Service and SAP Asset Intelligence Network for after-sales scenarios

## After: Value-Driven Results

- Ability to transfer preselected data from Mitsubishi Electric's automation solutions to SAP Cloud Platform
- Digital twin and augmented-reality app visualized as a mobile application
- Ability to extend Mitsubishi Electric's e-F@ctory solutions to lay the foundation for partners and customers to offer value-added, IoT-based services in the manufacturing and process sectors

**“Mitsubishi Electric has long provided leading-edge technologies for the collection of production data. Now, our e-F@ctory Alliance partnership with SAP enables our customers to easily connect with SAP Cloud Platform.”**

Hartmut Pütz, President of Factory Automation – European Business Group, Mitsubishi Electric Europe B.V.

## Easier

Integration with back-end SAP software systems

## Higher

Asset availability for optimized demand and supply forecasting

## Better

Monitoring through visualization of sensor data without any coding

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