SHUTO 数途科技
SHUTO TECHNOLOGY

Driving efficiency and reliability in automotive maintenance

Publicly featured reference
Customer case study:
https://www.ibm.com/case-studies/shuto

The Customer

- Beijing Shuto Technology Co., Ltd. is a leading provider of EAM solutions, based in Beijing, China.
- The company specializes in delivering advanced technological solutions to industries requiring efficient, intelligent maintenance systems, incl. automotive, manufacturing and industrial sectors.
- Founded in 2005, Shuto Technology is a prominent player in the field, with over 1,000 employees and a strong focus on integrating AI, IoT and AR technologies into maintenance workflows.

The Challenge

- For large automotive enterprises, traditional approaches to equipment management and maintenance are no longer sufficient due to technical challenges in maintenance, high maintenance costs, and inconsistent maintenance quality.
- The goal was to enhance efficiency, reduce costs and improve user satisfaction while establishing a robust framework for enterprise asset management.

The Solution

- Leveraging the AI-powered capabilities of the IBM Maximo Application Suite, with its intelligent maintenance assistant, IBM Maximo Assistant, Shuto Technology, in collaboration with the IBM Client Success and Lab teams in China, developed a comprehensive solution to enhance maintenance operations.
- This integrated solution combines intelligent knowledge mapping, AI-driven maintenance diagnostics and augmented reality (AR)-powered remote assistance to provide an AI-enhanced enterprise asset management (EAM) assistant for the automotive enterprise.
- Key features of the solution include intelligent knowledge graphs, AI-driven maintenance diagnosis, and AR remote maintenance assistance.

The Benefits

- 30% reduction in average repair time from 13 to 9 minutes.
- 28% reduction in training hours, completing training three months early, saving thousands of dollars.
- 25% reduction in mean time to repair (MTTR).
- Increase in overall efficiency, enhanced information acquisition efficiency, and integration with existing IT systems.