

IBM Consulting



G-Cloud 15 IBM – Internet of Things (IoT) and Edge Services Service Definition Document

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Service Overview

Features

- Stakeholder engagement and feasibility study / strategic capability assessment for IoT device, IoT platform, Edge, 5G and integration services
- Work with SMEs to identify value stream opportunities from IoT, Edge and 5G and support plan, design, build and run services
- Identify specific solutions and components to realise organisational and operational strategies
- Cover all aspects from devices, platforms, transformation, process and analytics
- Leverage existing experience to develop new and enhance as delivered solutions

Benefits

- Easily on-board any connected "thing", "device", "product", "asset"
- Create a real-time communication channel with the "thing"
- Begin capturing data from the "thing" and store it
- Provide real time insights and analytics from the collected data
- Pay for the service based on usage/as a service
- Solution agnostic services covering all IoT Platforms
- Offer strategy, design, build and run services

Key Differentiators

- Platform agnostic IoT services.
- Applies IBM Garage to support user centric ways of working
- Leverages AI solution and real time machine learning
- Access to the broader IoT ecosystem providing end-to-end connected solutions
- User centred approach to design
- Ability to rapidly develop and scale from an MVP
- Deep industry expertise

Addressing Business Needs

We work in partnership with you to address your business needs, leveraging our deep industry and technical expertise, tools, and approach to deliver Digital ready solutions for a range of business needs.

A Plan and fast return on investment

IBM develops relationships that last many years, by offering fast value and a return on investment performance. We act as a strategic partner. We bring insights and capability, and we are easy to work with. Using our experience and proven methods we bring proven assets and accelerators to deliver, and we continue to build our strong delivery reputation.

A winning team

Our client case studies, credentials, references and citations - both within and outside the client's industry - show our deep capability in the relevant industry, functional, process and technical domains. Providing you with value through our strong partnerships and alliances. We have a proven, working and successful joint ventures and working collaborations.

Access to Innovation and Attractive Commercial Proposition

We spend \$6 billion each year on research. We have led the field in patents registered each year for the past 20+ years. Our patent number each year exceeds the next 3 companies combined. These capabilities, with teams and assets allow us to show our commitment through investment and commercial risk equating to attractive commercial propositions.



Service Definition

IBM has a rich pedigree in IoT services covering Asset management, Product lifecycle management, Smarter Real estate, Facilities and IoT platforms.

We offer end to end consulting, design, implementation and support for IoT services covering, but not limited to: -

- Engineering design traceability
- Field-force enablement
- Condition monitoring
- Predictive maintenance
- IoT Platform implementation and integration
- IoT device integration
- A.I. Cognitive advisors for technicians, engineers and equipment
- Worker Insights and Worker Safety
- Connected Vehicles
- Smart rigs and Smart Utilities
- Asset Monitor for asset health
- Civil infrastructure services
- Work and Asset Management
- 5G and Edge Computing services
- Digital Real Estate and Integrated Workplace services
- Building Information Management (BIM)
- Ship to Shore Replication services for ships and assets in remote and harsh locations
- Accredited ISO standard assessments – ISO 155000 (Asset management), ISO 15926 (Interoperability) and ISO 14224 (equipment maintenance)
- Maturity assessments
- BIM (Building Information Modelling)
- OT/IT Security services
- AI agents and services for Engineering
- AI agents and services for Field force

IBM Approach

IBM offers a holistic set of capabilities to meet your needs be it around asset management, real estate and facilities management, intelligent operations, connected products, or the journey to AI and Hybrid Multi Cloud.

IBM offers ways of working to Inspire, Discover, Prove and then Scale.

We bring an array of global client experience tailored to your way of operating offering ideas on future way of working. Inspiration also comes from a rich partner ecosystem.

The IBM Design Thinking, IBM Garage, and Service Design-aligned workshops offer a range of techniques to go through a live process to discover your needs.

These ideas can then be proven in a low risk, quick return fashion through co located development, hackathons and IBM's own Garages.

Finally, we can scale these ideas through complex project management, by a team of experienced individuals who understand your culture. There is a tremendous amount of learning that can be bought to your projects offering confidence in our outcomes. These lessons allow us to build attractive propositions and take on commercial risk.

IBM Experience

IBM is committed to bringing our depth and experience in each of these areas to make this project a success.

Asset Optimisation

Services

- Reduce revenue and productivity loss due to asset downtime
- Increased control of operations and costs
- Move from time-based models to approaches based on asset criticality and risk
- Apply AI to maintenance and operations
- Optimizes inventory management and spend

Assets

- Preventive, Predictive, and Prescriptive asset maintenance solutions
- MRO Inventory Optimization tools
- Remote asset monitoring solutions
- AR and VR Assets for Next Best Action
- Digital Twin simulation capabilities

Building Optimisation

Services

- Digital strategy, Data Governance Model and User Journeys for Real Estate Optimization
- Services and Solutions to put data and insights to work for Real Estate
- Blockchain for real estate and facilities management

Assets

- Building and Portfolio Optimization
- Energy optimization
- Workplace Enablement
- Occupancy insights

Intelligent Manufacturing and Industry 4.0

Services

- Transformation of the end to end value chain by applying AI and real time insights to improve operational excellence
- Improvements in cost, quality, and throughput metrics whilst reducing scrap, energy consumption and operating costs

Assets

- Visual and Acoustic Insights solutions
- Manufacturing Excellence for Edge
- Autonomous Plant
- Augmented Operator

IoT & Edge Computing

Services

- Connect the unconnected and create new business models powered by real time insights from data at the edge
- Drive new levels of customer, employee and ecosystem engagement, responsiveness and connectivity

Assets

- Connected Manufacturing
- Autonomous Port
- Worker Insights
- Connected Lifestyle (Home and Auto)
- Connected Products and Devices

About IBM

Supporting Government

We help government organisations in the UK and worldwide deliver and transform essential public services – our teams are passionate and proud about helping you to make a real difference to people’s lives.

The problems we solve for clients are complex and cannot be satisfied with technology alone. They require a partner that can also offer deep industry expertise and a relationship of trust.

IBM combines the portfolio, people and sense of purpose necessary to meet today’s enterprise demands. Every day, we support and manage complex delivery for government clients where the impact of delivery has wide-reaching impact on citizens and national services.

Government Services Supported by IBM



Defence and Intelligence



Public Safety and Policing



Healthcare



Life Sciences



Tax and Revenue Management



National Infrastructure



Social Care



Education



Works and Pensions

We bring access to the industry experience, insight and technology capability to deliver and operate secure, scalable, optimised and available services for government.

We support you by bringing:

- Industry expertise – Professionals who understand and are passionate about delivering quality public services and can bring industry insights and apply innovation to your business processes
- Trust and security capabilities – Protecting valuable data and insights and deploying new innovations responsibly
- Innovative technology – Expertise in areas such as AI, blockchain, 5G, Automation, IoT, cybersecurity and quantum, delivered in a Hybrid Cloud environment
- Experienced Services professionals to support strategy, innovation and deliver transformation and change to processes, applications, and cloud infrastructure
- Global alliances – valuable partnerships with the world’s leading vendors

IBM