CASE STUDY

# Transforming OEM fleet service with Octave Attune APM



## Key facts:

**Company:** OEM & Field Service Provider

**Region:** North America

**Octave products used:** Attune APM *(HxGN APM)*

A leading manufacturer and field service provider faced mounting challenges in maintaining a nationwide fleet of equipment. Existing in-house systems were costly to support, difficult to scale and provided limited visibility into asset health. Meanwhile, reactive service practices drove up operational costs and left little room for optimization.

To remain competitive and deliver greater value to customers, the organization needed to transform its service model.

The company utilized Octave Attune APM, that leverages real-time monitoring, predictive analytics and risk-based strategies to improve reliability and reduce costs. With Attune APM as the foundation, the organization launched a connected product strategy that reduced truck rolls, improved fleet performance and delivered measurable financial value.

## Challenges faced

Before the transformation, the manufacturer struggled with issues that strained both efficiency and profitability:

- Rising costs from reactive and time-based maintenance practices.
- Lack of real-time visibility into equipment condition, leading to delayed or unnecessary service calls.
- Weak feedback loops between field service and engineering teams, inhibiting product improvements.
- Legacy in-house systems that lacked scalability and integration capabilities.
- Frequent truck rolls, driving up expenses and reducing field team productivity.

## The vision for change

Leadership recognized the need to overhaul its maintenance program and redefine service delivery. The company set out to shift from reactive to predictive maintenance, gain real-time visibility across the fleet and reduce costly emergency service calls through planned, data-driven interventions. At the same time, it aimed to strengthen collaboration between service and engineering teams while proving measurable ROI to support long-term growth.

## Key benefits:

- Reduced costs and downtime through predictive maintenance strategies that replaced reactive service calls
- Improved fleet visibility and reliability with real-time monitoring and condition-based insights
- Stronger collaboration and continuous improvement as feedback between service and engineering accelerated product enhancements

## The path they chose

To achieve these goals, the company turned to Attune APM as the foundation of its predictive maintenance strategy. The platform enabled real-time monitoring to provide continuous insight into equipment health, while condition and risk-based maintenance strategies ensured interventions were prioritized effectively. A remote monitoring model was established to detect performance degradation before failures occurred and data-driven dispatch planning allowed the company to replace costly emergency calls with scheduled, optimized service visits.

## Results

Implementing Attune APM delivered measurable improvements across fleet management, driving both operational and financial impact:

- Proven financial return: The company targeted a fleet value potential of $1.953M USD across 25,800-unit 5 Ton RTU fleet, clearly demonstrating the ROI of predictive maintenance.
- Lower maintenance costs and reduced downtime: Predictive strategies replaced reactive repairs, allowing maintenance to be performed at the right time and reducing costly unplanned outages.
- Greater reliability and real-time visibility: Continuous monitoring ensured emerging issues were identified before failure, giving teams confidence to act proactively rather than reactively.
- Closer collaboration between service and engineering: Shared insights from asset data created a strong feedback loop, enabling engineering to refine product design while field teams optimized service delivery.



- Fewer truck rolls and optimized dispatching: Emergency calls were replaced with planned interventions, lowering operational costs and improving workforce productivity.

## A future powered by predictive reliability

By adopting Attune APM, the manufacturer broke free from the cycle of reactive service and built a proactive, data-driven model that delivers measurable value. The organization now operates with reduced costs, fewer truck rolls and stronger alignment between service and engineering teams, creating a foundation that scales with growth. With predictive insights guiding every decision, Attune APM empowers smarter outcomes today while building a more reliable, resilient and continuously improving future for both its operations and its customers.

To learn more about Attune APM and how it delivers measurable value to organizations, visit our website, here.

## About Octave

Octave is a leader in enterprise software, turning data into decisive action and intelligence into your edge. Our software solves for and simplifies complexity, from the design and build to operations and protection of people, property and assets – for any scope, at any scale. For decades, we've partnered with customers to sharpen performance, elevate efficiency and amplify results. From factory floors to entire cities, our solutions are tuned to scale up what's possible from day one onward.

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