

Generative and Agentic AI

Unlocking the Next Generation of Equipment Intelligence

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Atos

By integrating Generative AI and Agentic AI into IoT solutions, we empower products to think, act, and evolve – redefining reliability, user experience, and asset management in ways never imagined before

Focus Areas

- Connected **Vehicles**
- Connected **Consumer Products**
- Connected **Equipment**
- Product Care, Support, Service & Maintenance **Use Cases**

Solution Accelerators

- **Service Desk Agent:** Delivers rapid issue resolution through AI-powered diagnostics.
- **Support and Maintenance Agent:** Continuously oversees product health and ensures proactive issue resolution
- **User Assistant:** A proactive guide that helps users operate, maintain, and troubleshoot products effortlessly.
- **Service Technician Assistant:** Provides intelligent diagnostics and step-by-step repair instructions.
- **Fleet/Infrastructure Manager Assistant:** Monitors, optimizes, and safeguards large-scale asset portfolios.

Value Proposition

- Redefining **User Experience:** AI-driven, intuitive products that anticipate and meet user needs.
- Redefining **Product Reliability:** Products that autonomously maintain their health and longevity.
- Redefining **Asset Management:** Industrial infrastructures and fleets that self-optimize for peak performance and ensure compliant and sustainable operations.

Technology Enablers

- **Agentic AI + Digital Twin integration** enabling real-time data insights, predictive analytics, and advanced simulations
- **Knowledge Graph-based reasoning** for reliable, transparent, and explainable AI decision-making
- **Hands-Free Support** combining voice-enabled **Generative AI** and **Augmented Reality** for seamless, intuitive interactions
- **Digital Sovereignty Framework** providing foundation for trusted and sovereign AI Agents

Customer Conversations and Engagements

DAIMLER



Johnson & Johnson



BOSCH



Generative AI and Agentic AI

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Service Desk Agent

- Automated ticket analysis & root cause diagnosis
- Ticket enrichment with detailed root cause insights and resolution recommendations
- Potential for autonomous resolution through API integration

Support and Maintenance Agent

- 24/7 autonomous monitoring of product health and performance
- Proactive issue detection, root-cause analysis, and automated resolution
- User experience analysis, identifying pain points and improvement opportunities

Service and Repair Assistant

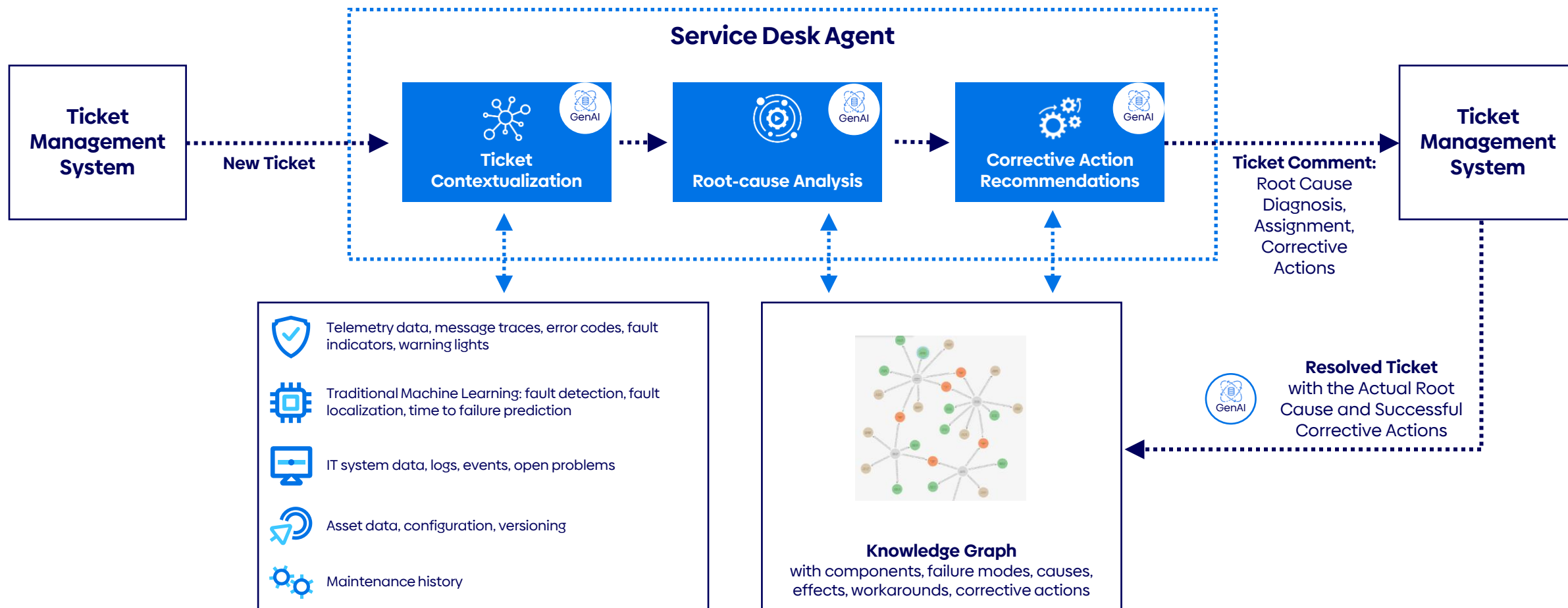
- Concise product health reports, issue analysis, and field service preparation
- Interactive work instructions, covering tools, procedures, and quality checks
- On-demand expert guidance with real-time clarifications and recommendations

Fleet Management Assistant

- Centralized repository with product and user insights, analytics, and critical escalations
- Data-driven decisions on product performance, efficiency and maintenance scheduling
- Risk assessment, optimal actions to minimize downtime and maximize fleet productivity

Service Desk Agent

Fast and efficient issue resolution



Service Desk Agent

Fast and efficient issue resolution

CHALLENGES

Complex Equipment

Today's machines are intricate **ecosystems** integrating mechanical components, firmware, multiple software layers (edge & cloud), connectivity, and mobile applications. Diagnosing an issue means navigating a **web of interdependent systems**, each with its own failure points.

Inefficient Support Process

Troubleshooting requires coordination between **multiple teams and systems** - each responsible for a different layer. Users often experience **long, frustrating back-and-forth** exchanges across departments. Delays pile up, escalating costs and impacting customer satisfaction.

Raising Customer Expectations

Customers now demand **instant, seamless support** - anything less is seen as **unacceptable inefficiency**. Any delay, misdiagnosis, or lack of coordination **tarnishes brand reputation** and erodes trust in product quality.

BENEFITS

Fast Resolution

The AI Agent rapidly **determines the root cause**, eliminating guesswork and delays. It automatically **assigns** the issue to the **right team** with precise corrective actions, minimizing resolution time. If authorized, the Agent may execute specific resolution actions autonomously by interfacing with APIs that enable direct system interventions.

High Quality Fixes

The AI Agent gathers and analyzes data from all interconnected systems, ensuring a **precise diagnosis** backed by **hard evidence**. Issues are fixed **correctly the first time**, with clear documentation for the customer - **preventing repeat problems** and unnecessary escalations.

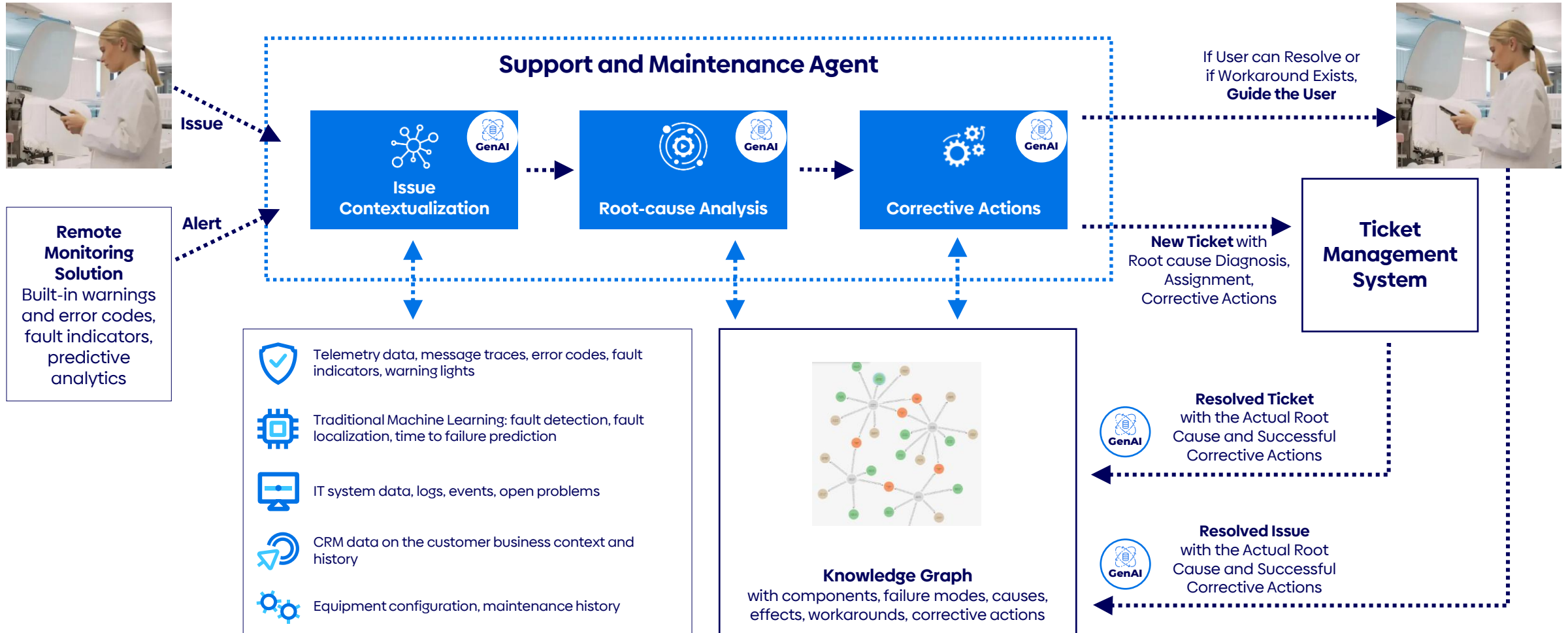
Lower Costs

Service Desk teams are **freed** from tedious data collection and manual diagnostics. They can **focus on complex cases and product improvements**, reducing operational costs while improving support quality.

Support and Maintenance Agent

Moving from reactive support to proactive issue resolution

SUPPORT AND MAINTENANCE AGENT



Support and Maintenance Agent

Moving from reactive issue resolution to proactive issue resolution

CHALLENGES

Complex Equipment

Today's feature-rich machines are smarter than ever - but that also makes them harder to navigate. Users often struggle to configure settings, use equipment to its full potential, distinguish between incorrect usage and real technical issues. Traditional manuals - even interactive ones - fail to provide intuitive, real-time guidance.

Cumbersome Communication

Calling a Service Desk = long wait times + tedious explanations. Filling out portal forms = generic, irrelevant questions + delayed responses. Issues are often poorly explained or documented, leading to endless back-and-forth clarifications.

Unacceptable Failures

Customers expect high-quality products to 'just work' - any issue is seen as a product failure. Time spent reporting issues is perceived as wasted time, damaging the brand's reputation. Even minor friction points create a negative perception of the product's quality.

BENEFITS

Seamless Issue Resolution

No more tedious issue reporting. Instead, the AI agent acts as a 24/7 expert service engineer, always available to guide users - getting the most out of their machines. It understands what the user needs, provides instant guidance, and ensures smooth operation. If an issue requires escalation, the AI takes care of it automatically - seamlessly connecting to the right service team.

Proactive Support

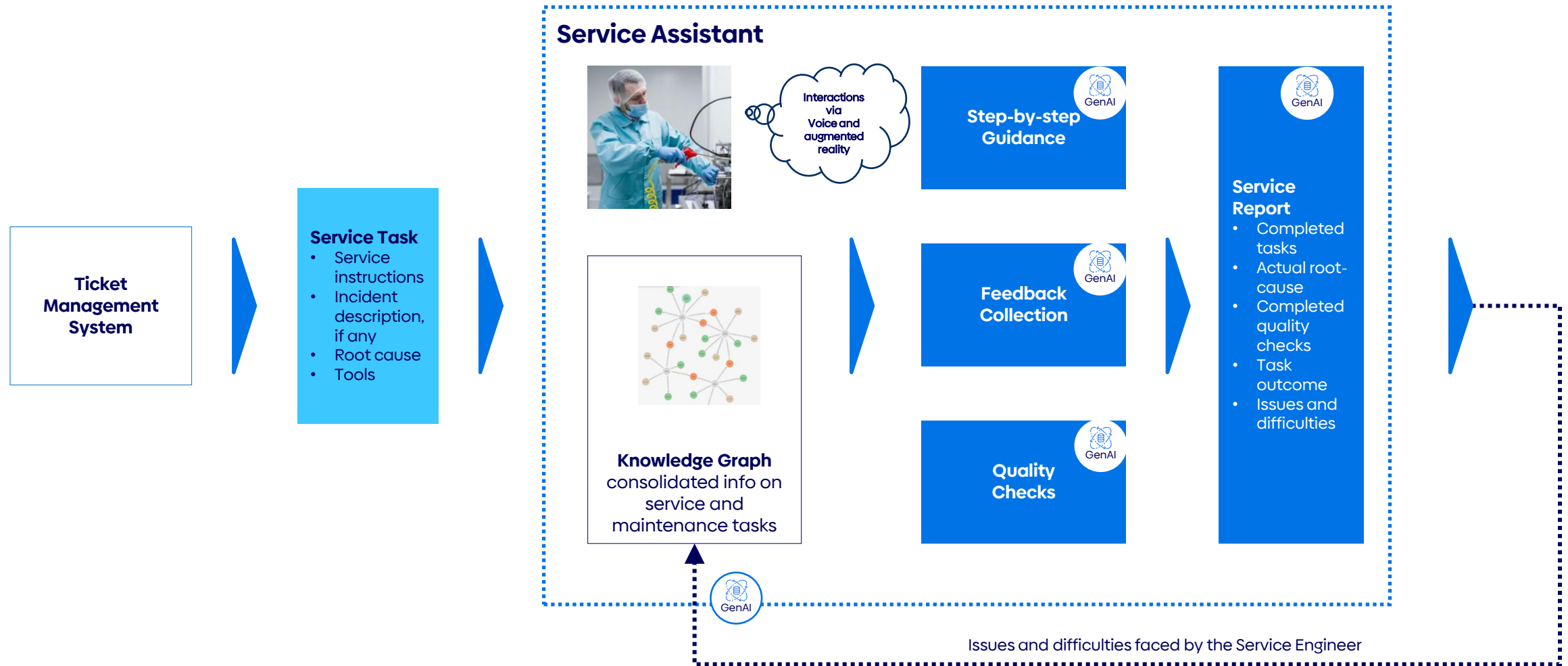
The AI agent continuously monitors real-time machine data, detecting issues before the user even notices them. Supported by predictive analytics it anticipates failures and schedules service visits in advance, preventing downtime.

Lower Costs

The AI agent prioritizes business goals: keeping customers happy and ensuring efficient service & maintenance. It learns from every user interaction and system failure, applying lessons learned to continuously improve support quality.

Service and Repair Assistant

Efficient service execution and high-quality outcomes



Service and Repair Assistant

Efficient service execution and high-quality outcomes

CHALLENGES

Complex Equipment

Today's machines are highly customized, feature-dense, and require specialized handling. Engineers must navigate complex configurations, spare parts, and specialized tools - often without the right support.

Expertise Gap

Experienced engineers are retiring. New product generations change too fast to keep up. Formal training is inefficient. Service manuals are useless when hands are dirty or occupied. Inexperienced engineers struggle, leading to longer repairs, misdiagnoses, and increased downtime.

Poor Preparation

Field engineers receive vague problem descriptions, making it impossible to prepare properly. They arrive blind, spending valuable time on-site diagnosing problems - only to realize they need additional tools or parts, forcing repeat visits. Every unnecessary trip increases downtime, costs, and customer frustration.

BENEFITS

Instant Expert Knowledge

AI-driven step-by-step guidance, tailored to the exact product model and configuration. Hands-free voice control for seamless execution - possibly enhanced with augmented reality overlays. Every critical step is validated through automated quality checks, ensuring nothing is missed.

Upfront Preparation

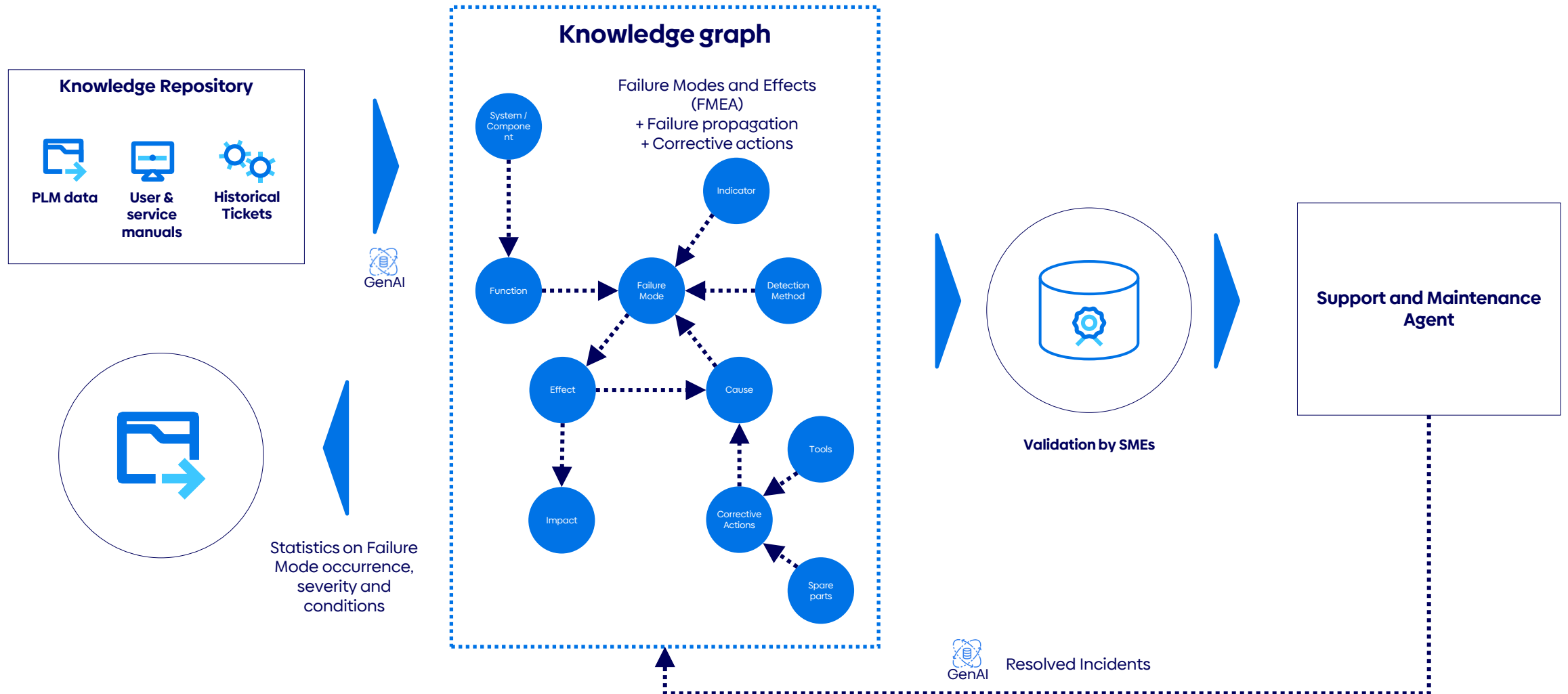
Root cause analysis is completed before the engineer arrives on-site. Advance visibility on required tools, spare parts, and repair steps. For high-complexity missions, engineers can rehearse procedures in virtual reality before execution.

High-Quality Service Reports

The AI assistant automatically generates detailed service reports based on the engineer's actions and quality checks. No more paperwork for technicians. A comprehensive test report ensures accurate asset tracking, improving fleet management and maintenance planning.

Knowledge Graph for Equipment Expertise

Integrating domain-specific knowledge for accurate troubleshooting



Thank you!

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The Atos logo is displayed in white on a dark blue background. It features the word "Atos" in a bold, sans-serif font, with a stylized circular graphic element integrated into the letter 'o'.

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