CYIENT



SHAPING THE FUTURE OF AEROSPACE AND DEFENSE WITH SMART SERVITIZATION AND INNOVATION The Aerospace and Defense industries are experiencing a massive shift, fueled by technology, data, and AI-driven innovation. Instead of relying on one-time product sales, businesses are embracing service-based models that offer long-term value, recurring revenue, and enhanced customer engagement.

With the industry valued at \$1.85 trillion, the push toward servitization—leasing, subscription-based services, and intelligent solutions—is reshaping business strategies. This shift is more than just a trend; it's an essential move to optimize resource utilization, boost operational margins, and improve service efficiency.

With over 50% of industry revenue expected from services, organizations are adopting lifecycle service contracts to maximize product value over time. Cyient is leading this transformation, delivering tailored, AI-powered solutions that drive sustainable growth, operational efficiency, and superior customer experiences.

KEY AREAS OF SERVITIZATION: DATA PRODUCTS & AI AT THE COR

Digital Thread data and Artificial Intelligence (AI) are transforming the aerospace and defense industry. The demand for smarter, data-driven solutions is growing, with a focus on predictive maintenance, optimized inventory management, and enhanced customer experiences. These advancements are reshaping key areas of servitization:



CYIENT'S SERVITIZATION SOLUTIONS



Lifecycle Management

End-to-end digital thread integration, E-BOM to S-BOM conversion, warranty management, RAMS analysis, and predictive maintenance to extend asset lifespan and optimize performance.



Service Performance Contracts

Al-driven service contract management with smart alerts, audits, and automated KPIs to maximize contract profitability and service efficiency.



Maintenance, Repair & Overhaul (MRO)

Seamless integration with Maximo & ServiceNow for advanced asset management, spares forecasting, and optimized maintenance schedules.



Content Management

Al-driven content management systems (CMS), AR/VR training modules, and technical documentation compliant with DITA/S1000D standards to improve learning and operational efficiency.

PROPRIETARY SOLUTIONS TO ACCELERATE TRANSFORMATION AT SCALE

CyData

Enhanced real-time data ingestion accelerator that integrates IoT sensor data for predictive and historical insights, supporting servitization-based maintenance models.

CyPredict

Al-powered predictive analytics for failure forecasting, anomaly detection, and maintenance optimization, reducing downtime and service disruptions.

CyText

OCR and GenAl-powered tool that extracts structured data from scanned manuals, PDFs, and historical service records, improving data accuracy and decision-making.

CyContract

Smart contract configurator that ensures SLA compliance, risk management, and profitability insights—enabling seamless service performance contracts.

CyTranslate

Al-based multilingual translation accelerator for real-time content conversion, ensuring global reach and compliance with servitization-based customer support needs.

CyVision

Deep-learning-powered solution that processes video, image, and 3D data to detect objects, attributes, and anomalies, enhancing asset monitoring and operational insights.

CyientifiQ EnGeneer

GenAl-powered chatbot platform for multilanguage text and voice-based customer support, reducing service response times and enhancing digital self-service.

Industrial Co-Pilot

Al-powered operational assistant that automates decision-making by integrating with real-time service data, technician workflows, and predictive analytics.

REAL-WORLD IMPACT & USE CASES

Japanese Airlines

Predictive Maintenance & Big Data Analytics – Optimized cabin air compressor performance, reducing unscheduled aircraft downtime by predicting failures based on historical flight data.

NAM Aero OEM

Automated Reliability Data Management – Used RPA to streamline schedule interruption handling, reducing errors by 90% and boosting productivity by 75%.

EMEA Rail OEM

Al-Based Guided Diagnostics for Technicians – Implemented a smart diagnostics platform, cutting fault resolution time by 30-40% with historical data insights.

EMEA Rail OEM

3D LMS for Rail Technician Training – Designed an interactive LMS with 3D visualization, reducing training costs by 20% and improving effectiveness by 50%.

NAM AERO Engine OEM

Field Event & Reliability Management – Developed a Service Operating Center (SOC), improving customer resolution times by 30% through real-time event tracking.

NAM Aero OEM

GenAl-Powered Self-Service Support – Enabled 40% resource reallocation to critical issues, boosting customer satisfaction for Level 1 support.

NAM AERO Engine OEM

Customer Services Digital Transformation – Implemented Spark program digital initiatives, improving incremental revenue and time between overhauls (TBO).

EMEA AERO OEM

Next-Gen CMS & Process Optimization – Conducted business and technical evaluation, driving 20-30% productivity gains in maintenance through system transformation.

NAM Transportation OEM

SaaS & Cloud Modernization – Transitioned systems to cloud-based SOA and microservices, reducing development costs by 20% while enhancing scalability.







Reduce operational costs and improve Report times with data-driven automation.

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Future-Ready & Scalable Solutions

Our solutions adapt to evolving industry needs and technological advancements.

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WHY CHOOSE CYIENT?

Optimized Asset Utilization

Predictive analytics extend asset lifecycle and minimize unplanned downtime.

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Al-Driven Customer Engagement

Al-powered self-service tools and digital workflows improve customer experience.

About Cyient

Cyient (Estd: 1991, NSE: CYIENT) delivers intelligent engineering solutions across products, plants, and networks for over 300 global customers, including 30% of the top 100 global innovators. As a company, Cyient is committed to designing a culturally inclusive, socially responsible, and environmentally sustainable tomorrow together with our stakeholders.

For more information, please visit www.cyient.com



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