

Case study

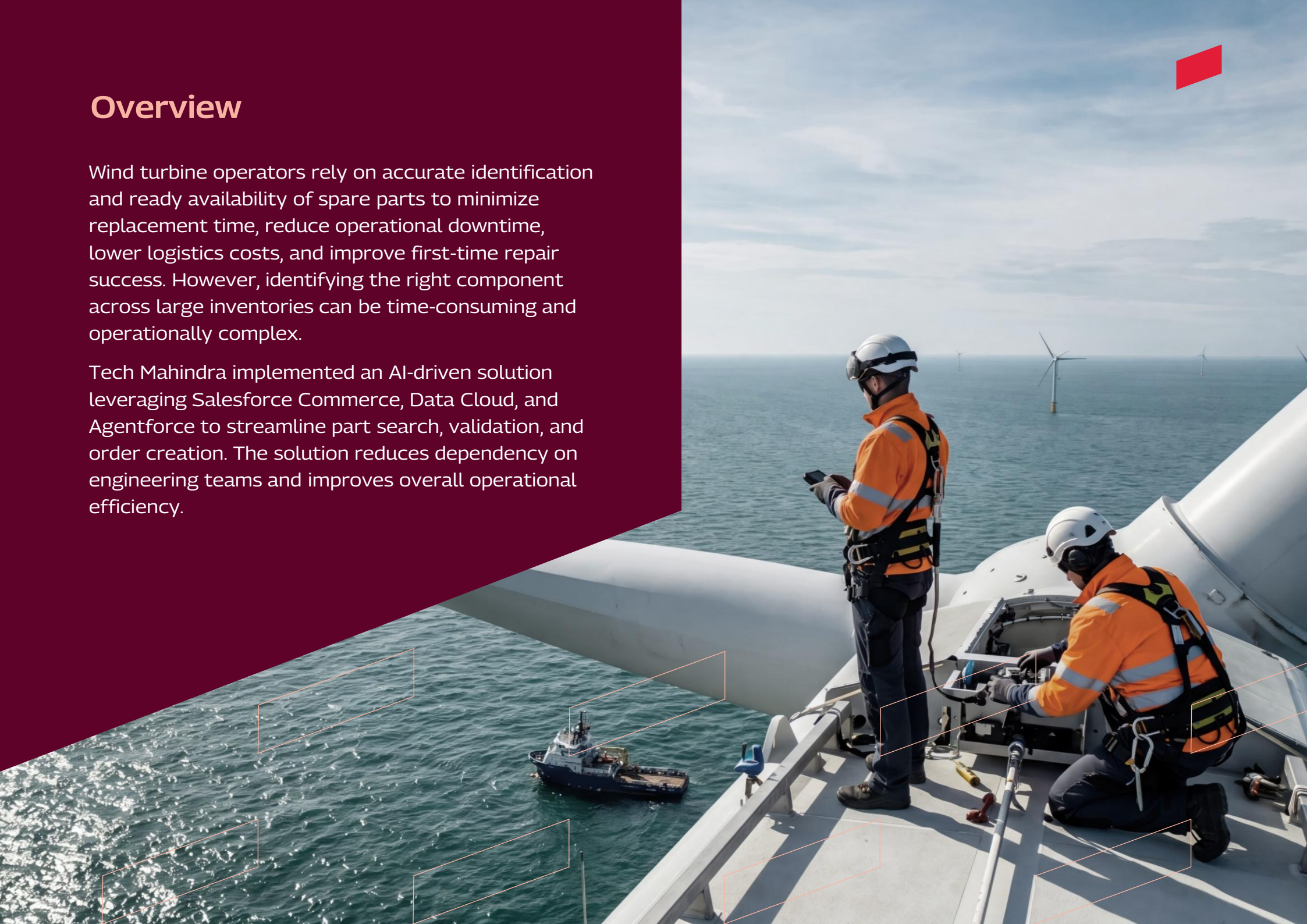
# Downtime Reduction Through an AI-driven Identification of Wind Turbine Spare Parts



## Overview

Wind turbine operators rely on accurate identification and ready availability of spare parts to minimize replacement time, reduce operational downtime, lower logistics costs, and improve first-time repair success. However, identifying the right component across large inventories can be time-consuming and operationally complex.

Tech Mahindra implemented an AI-driven solution leveraging Salesforce Commerce, Data Cloud, and Agentforce to streamline part search, validation, and order creation. The solution reduces dependency on engineering teams and improves overall operational efficiency.



## Client Background and Challenges

A global energy technology company operating across Power, Wind, and Electrification sectors, focused on accelerating the transition toward more reliable, affordable, and sustainable energy systems. Headquartered in Cambridge, the company serves customers across more than 100 countries with employees worldwide. The company maintains a significant global manufacturing, engineering, and services footprint across North America, Europe, Asia, and the Middle East.

For wind turbine operators worldwide, timely parts replacement depends on accurate part identification and search. The ability to quickly pinpoint the exact component from millions of parts not only minimizes costly downtime but also ensures turbines keep generating clean power without interruption.

## Our Approach and Solution

This section should outline the approach taken by Tech Mahindra to address the client's challenge. It should explain the solution at a conceptual and functional level, including the guiding principles, technical approach, and how the solution was used in practice. The solution narrative must clearly align with the challenges described earlier, remain focused on value delivered. Migrated the client from regional, isolated networks to a unified Fortinet powered SD WAN architecture supporting office, warehouse, and cloud environments.

Tech Mahindra implemented an intelligent, AI-driven solution that leverages Salesforce Commerce, Data Cloud, and Agentforce to streamline spare-part identification and order execution. The solution included:

- Entitlement Verification: Real-time eligibility checks against unified data cloud profiles and Commerce entitlement rules
- Exact Part ID Lookup: Using indexed master data enriched through RAG and engineering knowledge to validate fit, compatibility, and supersession
- Automated Commerce Execution: One-click order creation, PO generation, and seamless checkout

## Business and Community Impact

- **Faster Resolution:** Reduced average parts-identification and order time by automating search, validation, and checkout
- **Commerce Efficiency:** Lowered manual workloads for agents and procurement teams through automation of PO generation and order processing
- **Operational Efficiency:** Cut turbine part search requests to the engineering team by 70%



## About **Tech Mahindra**

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\*Figures as per Q4, FY 26.



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