Product as a Service

Offers that focus on leasing access to a solution instead of selling ownership of a product. Services can reduce cost volatility and create stickier customer relationships.

*Pictured: Philips sells lighting as a service. By retaining ownership of the lights and equipment, customers have no upfront costs of installation.*
Embedding intelligence

Building technology into materials or products to gather user data and generate valuable insights to improve the customer experience.

_Pictured:_ Bundles uses Internet of Things technology to provide customers with a pay-per-wash service on washing machines. The monthly tariff is adjusted retrospectively based on actual usage data.
Product Life Extension

Extending the lifecycle of products to ensure they remain economically useful by maintaining or even improving them through remanufacturing, repairing or upgrading.

_Pictured_: Caterpillar has focused on returning components at end of life to same-as-new condition, reducing costs, waste, emissions and need for raw inputs.
CIRCULAR STRATEGIES

Smart material choices

Considering a product’s end of life treatment in the choice of materials and inputs, i.e. durable, biodegradable, recycled or recyclable materials.

Pictured: Customers of Splosh subscribe to receive pouches of concentrated cleaning products which either safely dissolve as part of the product or can be sent back for refill.
Closed loop / Take back

Providing a service to collect old or used products and recovering the value in the materials by recycling or reusing them to make new products.

Pictured: Desso created a take-back programme for its flooring made of recyclable yarn that can be separated from the backing and used over and over again.
Modularity

A design that divides a product into smaller parts that can then be independently created, used and replaced.

*Pictured: Fairphone’s modular design and spare parts make it easy for anyone to repair, allowing its phones to last as long as possible.*