LTIMindtree

Providing Capacity Support for OT Platform Ecosystem for US-based Medical Device Manufacturer

Client

The client is an American multinational medical device, pharmaceutical, and consumer packaged goods manufacturer.

Our Experience

LTIMindtree implemented factory asset sensorization to generate a data stream from the shop floor to user-friendly dashboards for near-real-time insights.

Business Challenges

- ✔ Non-availability of a central platform to view real-time application KPIs, system KPIs, business KPIs.
- ✔ Unplanned downtime and delay in identifying the point of failure.
- ✔ Non-proactive monitoring at production units resulting in 40+ hours/year of downtime.
- ✔ Multiple disparate solutions leading to unwanted delays.
- ✔ Production stoppage due to recurring failure in equipment and lines.
- ✔ Lower production efficiencies and yield.

Solution Highlights

Asset and Application Monitoring

- ✔ Monitor critical parameters of the assets/applications on the shop floor.
- ✔ Generate alerts before the occurrence of critical incidents by email, SMS, ticket creation.
- ✔ Real-time dashboard tracking asset/applications, critical parameters, and KPIs.

Business KPI Monitoring

- ✔ Monitor business KPIs of a production line i.e., asset uptime, scrap, OEE.
- ✔ Alerts generation below threshold KPIs.
- ✔ Real-time dashboard tracking of business KPIs.
- ✔ Provide actionable insights to aid in root cause analysis.

Incident Monitoring

- ✔ Monitor ticket resolution duration.
- ✔ Alerts generation for possible SLA violation.
- ✔ Real-time dashboard tracking for tickets.
- ✔ Aid in ticket genealogy and predict ticket resolutions using historical data.

Business Benefits

25%-30%
ticket reduction leading to lower cost of support services.

20% - 25%
reduction in MTTR (Mean time to repair).

10%-15%
improvement in MTBF (mean time between failure) leading to higher equipment efficiency and availability.

Improved OEE and machine uptime.