



Case Study

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.

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