

# You automated the factory floor. Now, it's time for everything else.

Manufacturers understand the power of automation better than anyone.

But even as machinery become automated, too many administrative tasks and operational processes are still painfully manual.

**It's time for that to change.**

## Research & Development

**Don't let clunky, unclear processes slow down ideation or delay product launches.**

Connect your R&D stakeholders to a clear, visible process to get innovative, new products to market on schedule.

## Supply Chain

**Supply chain problems can kill profitability and eat up time.**

Get a 10,000-foot view to find and solve problems before they happen. Then, automate common activities (like part ordering) to improve productivity.

## Information Technology

**IT and operations data shouldn't live in siloes.**

Integrate these systems without compromising security to give both sides the information they need to act and solve common challenges.

## Factory Floor

### Onboard new employees quickly.

Ensure everyone has the proper access, information and equipment to do their jobs, with no unnecessary delays.

### Maximize productivity and reduce waste.

Automate repetitive tasks to speed up cumbersome processes and achieve higher revenues against lower costs.

### Improve overall equipment effectiveness (OEE).

Get more from your plant with an efficient, intelligent approach to preventative maintenance to avoid equipment failure and downtime.

### Mitigate risks to safety and security.

Ensure a clear line of sight into threats to keep both production and people, safe and secure.

### Improve incident response.

Automate your response to threats to move faster and more effectively – and achieve operational resilience.

### Tear down data silos.

Secure access to companywide data for meaningful insights and better decision-making.

### Focus on quality.

Identify and self-correct production line errors in the field to resolve issues faster, improve your output and achieve continuous improvement.

## Customer Service

As more manufacturers are expanding into servitization through IoT, shipping the product isn't the end of the story. The better you handle your relationships with customers, the better your business runs. A direct feedback loop will improve the product and process – and open the door for future work.



### Outcomes of Good Customer Service:

- Customer loyalty
- New revenue streams from selling services
- New product ideas from customer feedback



### Outcomes of Bad Customer Service:

- Declining market share
- Increase in product returns
- Hits to company reputation

**Feedback for Ongoing Improvements**