



Business-friendly Solutions



Case Study

Smart Factory 2.0

Client	Client is a century old leading home appliances manufacturer from the Americas, serving customers globally.
Challenge	Client was embarking on Industry 4.0 journey to drive business outcome leveraging a scalable, future-ready, and cloud-enabled industrial data reference architecture that can be deployed across 9+ plants ❖ Disparate manufacturing system used for plant operations coupled with varying manufacturing IT landscapes across plants ❖ Complex manufacturing landscape with multiple legacy systems leading to data silos ❖ Disintegrated architecture leading to gaps in data ❖ Absence of a single source of truth across enterprises and plants
Solution highlights	ITC Infotech anchored multiple workshops with IT and business leadership teams of the customer to understand their existing landscapes, vision, challenges & priorities and designed a customized Industry 4.0 architecture ❖ Leveraged ITC Infotech's Industry 4.0 reference architecture for Manufacturing Data and Analytics Platform on cloud ❖ Defined IIoT deployment playbook and implementation roadmap for solution realization across plants ❖ Solution definition was compliant with OT cybersecurity ❖ Definition of data strategy based on prioritized use cases to be implemented in edge and cloud for production, planning & scheduling asset, and quality functions ❖ Asset Monitoring and Utilization provided insights on OEE, downtime and helped in improving operational efficiency ❖ Connected Work Cell helped improve operator efficiency by automation of assembly process ❖ Integrated existing OT systems to a centralized connected platform for better monitoring and control ❖ Real-Time Production Performance Monitoring allows users to plan more efficiently
Business Outcomes	❖ Improvement in Worker Productivity because of 15% - 20% reduction in manual effort and 100% adherence to SOP ❖ OEE improvement of 8% - 10% ❖ Scalable architecture for seamless extensibility across 9+ plants & integration with enterprise systems ❖ Site independent architecture to ensure greater computation at site and mitigate connectivity interruption to cloud

About ITC Infotech

ITC Infotech is a leading global technology services and solutions provider, led by Business and Technology Consulting. ITC Infotech provides business-friendly solutions to help clients succeed and be future-ready, by seamlessly bringing together digital expertise, strong industry specific alliances and the unique ability to leverage deep domain expertise from ITC Group businesses. ITC Infotech is a wholly owned subsidiary of ITC Ltd., a 100-plus-year-old diversified conglomerate with businesses spanning Hotels, Consumer Goods, Paperboards & Packaging, Agri Business, and Information Technology. ITC Ltd. has been in the hospitality business for over 4 decades. It has over 100 properties across 70+ destinations. The hospitality practice at ITC Infotech is 800+ people strong and most have experience in the hospitality domain leading to a high-quality IT service experience for its hospitality customers.

