



**CASE  
STUDY**



## **ITC Infotech’s “OT Connectivity as a Service” Enables Lighthouse Factory Initiative**

The client is one of the largest global CPG-Manufacturer and exporters of food toppings, sauces, and syrups.

### **Executive Summary**

Centralized isolated shop floor assets for better visibility and analysis leveraging ITC Infotech’s OT Connectivity as a Service for one of the largest global CPG-Manufacturer and exporters of food toppings, sauces, and syrups.

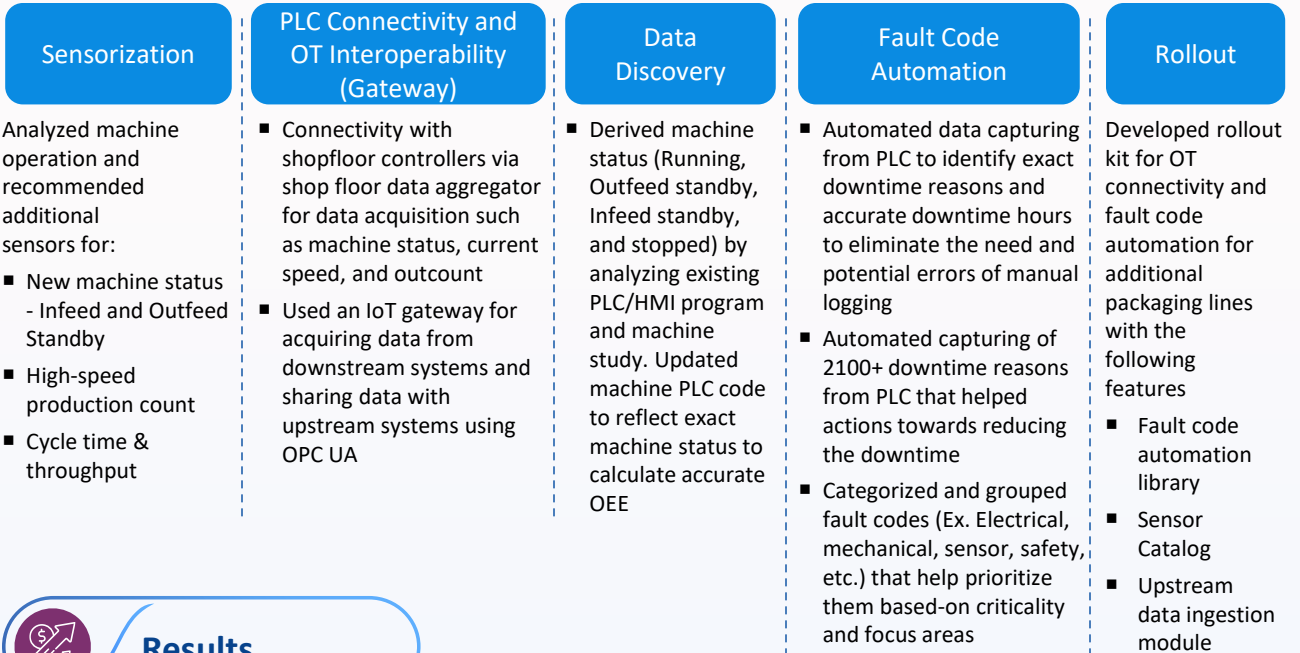


## Client Challenges

- No connectivity with shopfloor equipment and PLCs for reading fault codes and machine parameters
- No real-time visibility of production line equipment status and associated controllers were not networked and monitored centrally
- Manual entry of downtime hours and reasons at the end of the shift by operators which reduces effective production time
- Downtime reasons captured at a high level e.g., mechanical issues and electrical issues that do not represent exact downtime reasons to take necessary corrective action
- Non-visibility of frequency and magnitude of micro-stops, infeed, and out-feed standby machine status, reduced machine throughput

## Our Solution

ITC Infotech team using its “OT Connectivity-as-a-Service” framework assessed the plant OT network to identify plant connectivity requirements and proposed the right fit solution. The solution provides insights into the magnitude of impact that each machine has on the line downtime. This helps prioritize the actions on the machines where the impact to line level OEE is high.



## Results

- **5%** reduction in unscheduled maintenance time
- **3%** reduction in line downtime due to focused interventions
- **80%** of the faults being proactively identified through line-level logic implementation

### 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. The company provides technology solutions and services to enterprises across industries such as Banking & Financial Services, Healthcare, Manufacturing, Consumer Goods, Travel and Hospitality, through a combination of traditional and newer business models, as a long-term sustainable partner.

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