

# ITC Infotech Optimizes Equipment Utilization for US Manufacturer with ThingWorx Capabilities



## ABOUT THE CLIENT

The client is a leading electronics test measurement equipment and software manufacturer in the US with annual revenue of USD 4.3 billion. The company supports over 30,000 global customers to innovate faster with specific products and services. They support enterprises across industries with modular and field instruments such as oscilloscopes, multimeters, and logic analyzers among others. Maintaining the health of equipment and keeping a track of performance was critical for them.

## WHAT WAS NEEDED

The client needed to track and optimize asset utilization for proactive customer service by -

- Remote monitoring and analytics to identify equipment usage and wastage
- Consistent health check-ups with timely reports to keep the devices active
- Making sharing of instruments among teams easier to increase utilization

## SOLUTION

- ITC Infotech designed an IoT solution by leveraging PTC ThingWorx and smart edge devices to optimize equipment utilization, minimize downtime and generate analysis reports
- Implemented hierarchy level tracking of assets, location updated by RFID and barcode systems, automatic and periodic inventory audit programs
- Established loan pooling to time share assets to increase equipment utilization
- Restricted unauthorized entry with property pass
- Enabled easy access to reports and dashboards, helping the client measure equipment usage
- Developed multiple graphical representations with UI/UX for different departments. The intuitive design helped gain insights on sharing and utilizing the available equipment rather than procuring new ones

## RESULT

- Improved tracking and real-time visibility
- Zero wastage of equipment capacity
- 3% - 4% increase in equipment utilization
- Enhanced efficiency with end-to-end ThingWorx and edge devices capabilities

## ABOUT ITC INFOTECH'S DIGITAL FACTORY CAPABILITIES

ITC Infotech's Digital Factory solutions help manufacturers leverage I4.0 technologies to enable intelligent, reliable, and predictive shop floor operations to be future-ready. Built on industry templates using IoT, advanced analytics, automation, AI, mobility & AR, the solutions enhance performance on KPIs across the shop floor for a more connected & predictable manufacturing environment.