

Manufacturing Connected Workforce

Fast-changing markets and unprecedented disruptions have introduced new challenges for manufacturers. Their ability to respond quickly to ever-changing environments depends heavily on the ability to adapt and pivot operations. While many manufacturers have invested in automating their plants and resources, they will still find themselves facing the following challenges:

- **Skill gaps:** The manufacturing workforce is transitioning with legacy workers retiring, and talent remains in short supply. At the same time, industry 4.0 transformation has widened the need for more digital skillsets. As a result, upskilling talent and capturing institutional knowledge are becoming increasingly important.
- **Manual processes:** On a day-to-day basis, many standard operating procedures (SOPs) are executed with paper manuals and manually recorded data. This approach leads to inefficiencies in operations, the potential for human error, and a lack of centralized data to drive continuous improvement.
- **Information silos:** Processes and knowledge are not standardized and captured, making it challenging to maintain compliance, ensure employee safety, and drive operational improvements.

To embrace these challenges and build flexible and resilient production environments, manufacturers must reimagine the employee experience and integrate operations across the entire enterprise. Now is the perfect time to connect your people, processes, and technology to create an agile, flexible, and resilient operation. In addition, digitization is vital for making resources more productive.

The ServiceNow Solution

ServiceNow® Manufacturing Connected Workforce is designed to empower your workforce with the digital tools and knowledge to adapt, collaborate, and excel in fast-changing conditions.

Manufacturing Connected Workforce unlocks worker productivity by streamlining and digitizing standard operating procedures (SOPs) and enabling shared knowledge across the enterprise in one digital tool.

Benefits

Capture and standardize knowledge

Provide digital guides at employees' fingertips to optimize employee experience and upskill employees effectively.

Improve operational efficiency

Connect people, processes, and technology. By building a digital footprint of manufacturing operations processes, systems, and relationships, manufacturers can better manage their resources, improve efficiency, and ensure compliance.

Empower your workforce

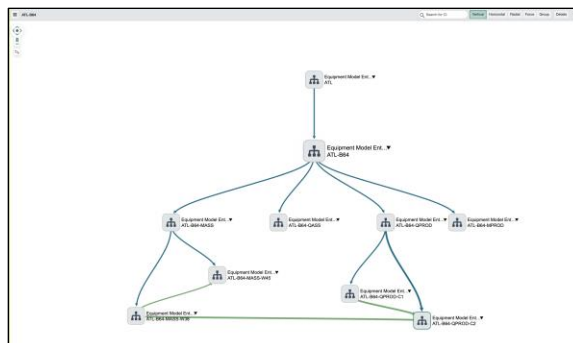
Build low-code and no-code applications to support collaborative monitoring, extended troubleshooting, problem-solving, and in-depth situational analysis.



Manufacturing Connected Workforce family starts with Manufacturing Foundation.

Develop a complete digital footprint with Manufacturing Foundation

- **Create a digital map** of manufacturing operations processes, systems, and relationships utilizing production process mapping, facility mapping, and ISA-95 standard capabilities.
- **Capture prescriptive knowledge** in knowledge center to empower employees to adapt, collaborate, and excel in fast-changing conditions.
- **Make informed decisions quickly**, diagnose and prioritize problems or changes based on business impact using the ISA-95 standard data model.



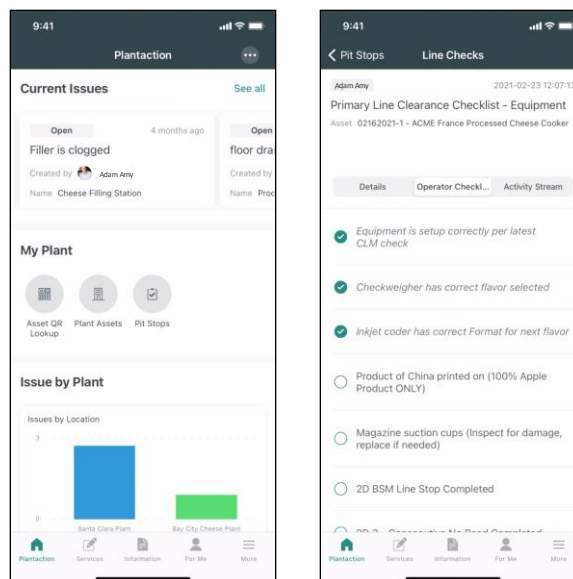
Gain greater visibility with a digital mapping of manufacturing operations processes, systems and relationships, making it easy to manage and assess potential production impact fast.

Empower your workforce with speed and agility at scale with App Engine¹

With the production processes and systems mapped, manufacturers can use low/code no-code applications to build and deploy tools to:

- Support collaboration, extended troubleshooting, problem-solving, and situational decision-making in real-time
- Provide a digital guide to drive continuous improvement efforts across the enterprise.

1. App Engine entitlement with Manufacturing Foundation is limited to pre-built out-of-the-box roles.



The app screens above can be built with App Engine. Manufacturing pre-build out-of-box app will release in the near future.

Optimize employee experience by providing institutional information at employees' fingertips and empowering real-time collaboration and communications.

Learn more: <https://www.servicenow.com/products/manufacturing-connected-workforce.html>

