

ServiceNow Powers Software Suite That Transforms Industrial Data Processing Into Manufacturing Excellence

Digital workflow applications are designed to address inefficiencies that typically hinder manufacturing operations. Without these applications, personnel need to manually monitor, log and report on operating conditions and likely aren't using real-time data for analysis or maintenance. But the fact is a lot of information is already collected on the factory floor. You need to make this information available to operators, ensuring optimal operating conditions are maintained and deviations are prevented rather than reactively resolved.

Digital workflows like ServiceNow® can help you manage signals and data from Industrial Internet of Things (IIoT) devices. These tools automate the information exchange between personnel and machines—enabling you to optimize manufacturing processes without replacing equipment.

Here's how ServiceNow is enhancing productivity in a modern manufacturing environment.

Using IIoT and Cloud Technology to Efficiently Manage Data

App4mation, a company that helps customers make their workplaces better, recently implemented ServiceNow to power its 4Industry software suite for managing data. 4Industry provides building blocks to process and deliver data across the entire manufacturing enterprise. It includes a user interface that operators and managers can both access using desktop and mobile devices in order to:

- Leverage data from IIoT-connected devices
- Monitor and log process information
- Exchange information via photos, design drawings and Q&A functionality
- Store and retrieve cloud information

Not only does 4Industry make data management easier, but data is more visible and actionable—enhancing productivity across operations.

Digital Workflows Replace Run of the Mill Processes

App4mation chose the ServiceNow application development platform because of its ability to effectively digitize and automate workflows via customizable apps. The resulting ecosystem makes data more useful to manufacturers who implement the 4Industry suite. It also allows App4mation to speed 4Industry's time to market, add new features and ensure the software aligns with client needs.

ServiceNow helps manufacturers digitally transform their processes by connecting complex, dispersed equipment and personnel while eliminating siloed systems and manual processes. These streamlined processes reduce downtime, capture and scale expertise and knowledge, enhance productivity and optimize costs. At the same time, ServiceNow safeguards all data in the cloud—providing personnel with secure access to manage incidents, comply with safety regulations and maintain operational visibility. The result is a simplified, agile and intelligent manufacturing enterprise.

"ServiceNow's application development capabilities are second-to-none," says Luc Raeskin, Managing Director of App4mation. "By transforming old, often manual processes into modern, digital workflows, the Now Platform perfectly aligns with our vision of delivering innovative software tools that help clients achieve excellence in the physical workspace."

APP4MATION

Company

- App4Mation

Solutions

- ServiceNow® Application Development

Challenge

- App4Mation needed a digital workflow application for its 4Industry software to help manufacturers: transform old, manual processes into digital workflows; leverage data from IIoT-connected devices; and enable operators to monitor and log process information using real-time data.

Results

- ServiceNow improved data management and visibility for 4Industry users
- Platform enabled App4mation to speed 4Industry's time to market, add new features and tailor software to client needs
- 4Industry customers experienced better OEE

Now Platform Improves Overall Equipment Effectiveness

Using ServiceNow, 4Industry software clients can enhance and innovate various processes to improve their overall equipment effectiveness (OEE). Along with lean manufacturing practices, OEE is a key performance indicator of manufacturing success. With the help of ServiceNow, 4Industry manages processes essential to maintaining OEE, including:

- **Deviation management.** Whenever there's a deviation from a plant's prime operating conditions, 4Industry streamlines the registration, handling and reporting of these events. This feature is seamlessly integrated with Root Cause Analysis Management and Countermeasure Management tools—making it easy for manufacturers to resolve deviations and initiate corrective maintenance measures.
- **Root cause analysis.** Determining a deviation's reason and remedy depends on various factors. 4Industry provides a graphical interface to support the identification, investigation and reporting of root cause analyses following lean manufacturing best practices.
- **Maintenance management.** Improper maintenance can affect machine downtime, personnel allocation and the bottom line. 4Industry's single work planning portal provides a knowledge base and maintenance checklist—ensuring all maintenance tasks are executed correctly.
- **Safety.** To comply with OSHA regulations, 4Industry includes a portal to register, handle and report environment, health and safety (EHS) issues, which can automatically trigger assessments that need to be performed in related work areas.

4Industry can also issue safe work permits to employees, as well as generate a variety of permit checks for lock-out tag-out (LO-TO), hot work, confined space, working at height and electrical work. You can check the statuses of these permits at any time on the shop floor.

In addition, 4Industry offers tools that enrich or use the data of other OEE-related industrial processes, including:

- Risk management
- Assessment management
- Knowledge management
- Resource management
- Continuous improvement
- Management of change
- Request management

Conclusion

Thanks to connected devices and the cloud, IT and operations technology are converging. Companies like App4mation are using digital workflow platforms like ServiceNow to leverage the IIoT to create software and mobile apps that modernize workflows and transform their clients' OEE efforts and bottom line.

For more information about ServiceNow, visit www.servicenow.com.

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