

ENERGY

“We need an innovative way to ensure that our power plants are operating efficiently, safely, and securely. We keep encountering issues that could have been identified and resolved before they became real problems. All of the disparate technologies we are using only address parts of our challenges.”

– Major Power Generator, Chief Information Officer

SAFER OPERATIONS THROUGH CLARITY AND FOCUS

Today’s customers expect highly specialized connected machinery that meets their unique needs. Manufacturers have begun shifting away from traditional product lines by adding technology to make their machinery smarter and offer a wider range of variations. This has had huge ramifications on everyone involved — from line workers through sales to dealers and finally end users.

The production of custom, smart, and configurable components for modern machinery requires highly agile manufacturing processes. And yet, today’s manufacturing remains line-based, lacking the agility needed to manage the demand on production. Teams on the factory floor who are used to the traditional production line are now having to learn new processes to deal with customization.

With customization spread throughout the product lines, sales teams — who are no longer selling just a single model straight from a catalog — must update their processes, too. Since this new breed of products can change and adapt based on add-ons and software

configurations, sales needs new ways to stay in touch with their customer. They need to be able to respond in real time to requirements, look for additional opportunities, and make sure customers have access to customizations as they need them.

Dealers and leasing companies also need to adapt. They once handled straight-forward and static product offerings, but now must handle highly complex and customizable product lines to stay competitive. Selling and supporting these products effectively in their showrooms and catalogs requires specialized understanding of the hardware, software, and available customizations. With limited space and limited time to adapt, the learning and sales processes must be simple enough to prevent dealers from jumping to another source for the equipment their customers need.

DISCOVER THE SOLUTION AND ITS IMPACT →

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THE SOLUTION

AN INTEGRATED MONITORING PORTAL

The answer was to reimagine their business process and streamline their work by eliminating workarounds that had lingered long enough to become standards. The resulting solution was an integrated monitoring portal that would focus the contextual information available at operator fingertips to support their decision making.

The system is able to leverage a rich history of data to analyze and codify trends and present those as nimble alerts that allow resources to focus on emerging problems rather than a flood of false positives. The solution becomes the central location for operator's information — open issues, items to watch for, and action plans for common problems — all within an intuitive user experience that allows operators to spend more time solving problems rather than fighting with their tools.

- **Microservices based architecture that horizontally scales to support growth over time**
- **Seamless integration of existing enterprise assets** to eliminate context switching and duplication of data.
- **Industry leading security measures** to ensure safe operations in both the human and cyber realm.
- **High-performance processing** of mass volumes of streaming time-series device data identifying key events and alarms.
- **The ability to schedule regular reports** and generate ad hoc reporting as needed.

THE IMPACT: STREAMLINED OPERATION THAT REDUCES OUTAGES AND ALLOWS THE TEAM TO WORK SMARTER.

Safer and improved operational efficiency

- Operators are enabled to use their strengths and expertise to ensure efficient functioning of plants without performing laborious manual workarounds.
- Reduction of operational overhead and maintenance costs for hardware and software by consolidating many technologies into one lean platform.
- Proactive identification of plant issues based on analytics and key information to drive controlled maintenance, avoiding costly replacements and outages and greatly reducing the risk of an incident at the plant.

Increased ability to innovate

- Enables further automation and other new value-add opportunities with a modular technology platform that can evolve and continue delivering efficiency at scale.

Drastic increase in staff productivity

- More efficient use of personnel thanks to reduced back office administrative time.
- Lower maintenance overhead and reduced impact from unplanned outages.