

Reducing Unplanned Downtime and Faster Response to Issues

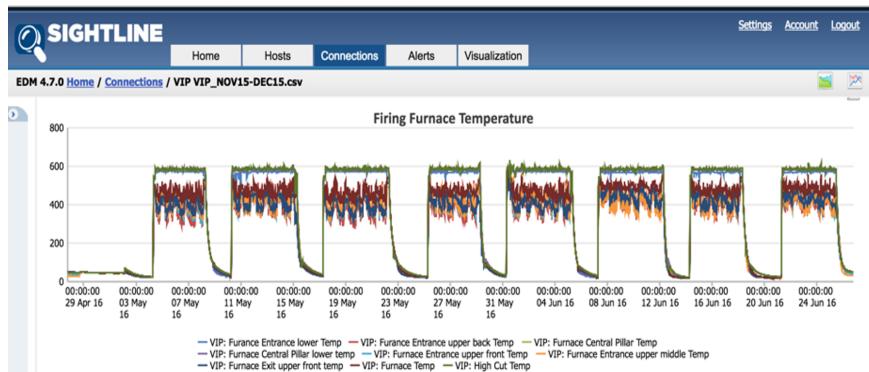
One of our customers, a major electronics manufacturer, was struggling with excessive unplanned downtime and difficulty addressing production issues due to a furnace with components that were wearing out prematurely.

Challenge

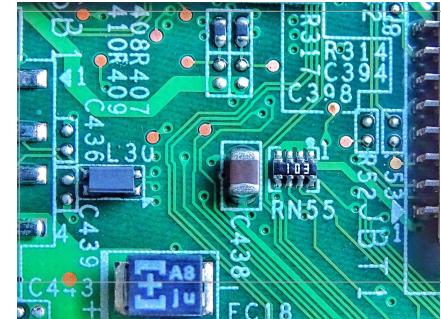
Insulated panels are an important part of the appliances this client is producing and a fully functioning furnace is essential to heat the material needed to make these panels. With the furnace in question having over 100 sensors tracking everything from component temperature to fan circulation, the unplanned downtime was really cutting into their bottom line due to the time-intensive inspections required just to diagnose equipment failures. Additionally, engineers were relying on manual processes and insufficient tools like Excel spreadsheets to optimize their manufacturing production process, which took several additional days for engineers to receive the data for analysis. This process was simply unsustainable as it resulted in lower output and additional costs.

Solution

This client trusted Sightline's EDM™ solution to identify potential performance issues, reduce unplanned downtime, and improve operational efficiency. Now armed with the ability to collect detailed sensor data and view it through customized dashboards, the operations team would finally secure the real-time data they needed to give management greater visibility into the performance status of their system's environments.



Sightline provided real-time visibility into this client's production data providing process engineers and managers a better view of what components were causing the failures within their furnace.



BENEFITS

Visualize data in real-time

Alert on abnormal behavior

Easily analyze data to determine root-cause of issues

Identify potential system and application performance issues

Minimize the duration of abnormal behavior and service outages

Reduce Mean Time To Resolution (MTTR) to meet SLA requirements

Testimonial

"We have found a real competitive advantage from using EDM™ to monitor our manufacturing processes in real time. Not only can we look back to understand the root cause of problems, but we can also look forward to proactively address challenges that affect output and quality."

Vice President,
Manufacturing Operations

Results

Sightline came on-site with managers and technical resources during the initial installation to help configure and deploy the Sightline solution.

Armed with the tools needed to address recurring furnace failures, they discovered with the help of Sightline's powerful root cause analysis engine Clairvor, that excessive vibrations of a circulation fan were causing the unscheduled maintenance activities. Additionally, they were able to identify the cause of those vibrations using the advanced analytics of Sightline's software, that the angle of a damper influenced the vibrations. This enabled engineers to take corrective action to keep the circulation fans from needing maintenance as frequently.

Given the success of Sightline's solution on this initial process resulting from the drastic time and cost savings, management has engaged Sightline to deploy EDM™ across over 100 additional processes.

The screenshot shows the Sightline EDM 4.7.0 software interface. At the top, there are tabs for Home, Hosts, Connections, Alerts, and Visualization. The Alerts tab is selected. Below the tabs, there is a search bar and a toolbar with icons for Settings, Account, Logout, Print, and other functions. The main area is titled "Triggered Alerts" and displays a table of alert details. The table columns include Status, Start Time, Duration, Metric Name, Threshold Value, Triggered Value, Email Message, and Acknowledged. There are 14 rows of data, each representing a different alert entry. The alerts are categorized by status (e.g., Orange, Green, Blue) and metric name (e.g., Circulation fan L vibration total, Furnace Temp, Conveyor conveyor motor current, etc.). Some alerts mention specific conditions like "This metric has violated its threshold condition" or "Conveyor current exceeds threshold".

Sightline EDM helps identify performance issues and reduce outages.

Additional Sightline Success Stories

An **AUTOMOTIVE MANUFACTURER** identified process improvements for a paint line resulting in \$2.0M in annual savings.

A **CHEMICAL COMPANY** solved a production issue resulting in \$1.2M in potential annual savings.

A **BUILDING AUTOMATION** company uses Sightline to collect HVAC/electrical data to reduce electrical costs.

Sightline Systems

Sightline Systems offers real-time performance monitoring, big data analytics, and visualization focused on root cause analysis, anomaly detection, capacity planning, and forecasting for critical IT systems — including almost all operating systems, mainframes, network, storage, applications, and databases — as well as manufacturing systems, including all major programmable logic controllers (PLC). Sightline reports a 95% renewal rate from customers around the world, including many Fortune 500 and Global 2000 companies in automotive, packaging, electronics, chemical, pharmaceutical, utility, airlines, finance, and telecommunications, as well as federal, state, and local governments.



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