

## DEPLOY: WORKFLOW AUTOMATION

# REDUCE HUMAN TIME RESOLVING CHALLENGES

### THE CHALLENGE

A manufacturer of factory automation equipment would like to shift a percentage of its business from equipment sales to a new business model based on leasing equipment and providing asset management services for customers.

The company currently spends significant time on installation and configuration whenever it deploys a new system for a customer. It also incurs costs for ongoing maintenance inspections.

In the case of fault operations, the company must send its own engineers onsite to observe and debug the operational behavior and performance of the equipment. After manually recording this information, the engineers report back to the product team, which must acknowledge, address, and provide fixes or patches to accommodate the client's needs.

Since the overall operations are time-consuming, the team doesn't collect performance metrics often. This impacts overall device operations over the lifecycle and reduces the ability to safely redeploy on new premises.

### THE SOLUTION

**With Wind River® Studio, the equipment manufacturer can streamline deployments by automating the configuration management and monitoring every leased piece of equipment running on customer premises.**

The manufacturer sets up a digital feedback loop that captures performance and behavior data from the equipment operating at the customer site, processes it, and sends it for remote analysis using cloud-based analytics. Artificial intelligence or machine learning software can help suggest the software changes needed to optimize the equipment for the client's environment.

### THE RESULTS

The manufacturer can now significantly speed up the customer installation and configuration process, with fewer employees needed onsite. This has resulted in significantly reduced deployment costs and higher margins for ongoing maintenance. It also lengthens the overall lifecycle of the equipment, which has generated additional revenue with each redeployment.



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