

# Real-Time Facility Capacity Monitoring & Workshop Tracking and Control

---

## Challenge

A Fortune Global 500 robotics and automation corporation specializing in repair and maintenance of AC motors was utilizing a manual tagging system to track the arrival and progression of each unit through various process steps. This meant that, upon arrival of a new sales order, production personnel manually attached identification tags and were held accountable for locating and tracking the status of a unit until completion. Consequently, the sales department was adversely affected and was unable to inform its clients with an accurate delivery time. Our team was tasked with tracking and aggregating data in real-time through each process step and compiling the information to enhance visibility and transparency for the sales and production departments. By doing so, operations on the production floor can be tracked and monitored efficiently, whilst those in sales can provide reasonable delivery expectations to clients based on existing capacity.

## Process

Our team consisting of software and business experts worked closely with the production and sales department to understand both the inefficiencies of manual tracking and its negative impacts experienced by those in sales. Arcstone concentrated on the following issues:

- **Maximizing Inventory Control:** We identified the high level of inefficiencies associated with manual tagging. In order to resolve this issue, Arcstone implemented a barcode system linked to a specific job number derived from the sales department. By doing so, the production department was able to acknowledge and locate new inventory at anytime and anywhere within the facility.
- **Collecting Manual Data:** To match the need for quick identification and tracking capabilities in real-time, **arcops™** enabled tablet workstations were deployed throughout the facility. Each workstation is given test scripts to ensure quality control and completion of every step, allowing personnel on the production floor to track the progression of a unit until completion.
- **Synchronization of Information Intelligibly:** To match the need for bridging real-time data and sharing of information, personnel from the sales department were equipped with an interactive dashboard enabling full visibility of the production floor. As a result, sales personnel were able to track the status and timings for specific sales orders and inform clients of accurate completion schedules.
- **Exerting Full Control:** Utilizing **arcops™** proactive push-notifications, authorized users were immediately informed of process step delays and high



levels of work-in-progress inventory. Hence, upper-level management was able to monitor labor inefficiencies in real-time and match completion schedules of new and existing orders.

## Result

The Arcstone advantage combines expert engineering experience with powerful and flexible software designed to handle complex operational issues. Some of the advantages that the client has attained utilizing **arc.ops™** include:

- Installation of a barcode matching system enhanced the ability for production personnel to quickly identify and track the progression of a new or existing sales order through the production process until completion.
- **arc.ops™** tablet workstations were set up throughout the production facility enabling production personnel to manually input data and track the progress of a unit through the various process steps in real-time.
- Utilizing **arc.ops™** Smart-Alerts, authorized users could easily identify idle workers, be notified of delayed process start/end times, and shown high levels of work-in-progress inventory. This allows upper-level management to exert full control over the production facility and enhance labor productivity.
- Deployment of **arc.ops™** Mission Control enables full visibility of the production floor through multiple flat screen displays across the facility. As a result, production personnel are able to monitor and track the progress of specific sales orders and provide upper-level management with a constant real-time view of workshop operations.
- **arc.ops™** flexible software enables upper-level management to adjust production personnel schedules in real-time and direct resources to meet completion demands of delayed or rush orders.

## About **ARCSTONE**

Arcstone was founded to revolutionize the way data is utilized in enterprises. Giving purpose and meaning to data is fundamental in bringing an enterprise closer together. We provide management and workers an intuitive and powerful solution for running their day-to-day operations while also being able to forecast and plan for future growth.