Capgemini

DIGITAL SHOPFLOOR SOLUTIONS

Capgemini and ServiceNow deliver app to reduce manual processes and paper-based materials

Smart factories are the future. More than two-thirds of manufacturers have ongoing smart-factory initiatives, with much of the value still to be realized.

While the potential of smart factories is large, the shop floor remains a place of manual processes and paper-based work instructions that may or may not be detailed. The work performed is not always tracked.

That means important data is not collected and shared. Manufacturers need an easy method to capture this information to support the move to a more intelligent industry.

Connecting the shop floor

Capgemini's digital Shopfloor Solutions (DSS) improves the shop-floor experience and worker performance through standardized processes. It provides an easy-to-configure, user-friendly digital app for technicians and workers on the shop floor to review and execute instructions to audit and maintain manufacturing equipment.

The app reduces onboarding time for technicians by reducing the skill gap. It removes the need for paper-based manual instructions and provides a digital tool that maintains a complete history of checks and audits performed.

The data collected via DSS provides actionable insights that can be used to run advanced reporting and proactive maintenance of equipment.

Get rid of paper

DSS makes it easy for the shop floor to collect information. It allows manufacturers to:

Create dynamic, configurable work instructions

Easily configure and modify work instructions and approvals

Publish work instructions based on approval workflows

Use images and video

Audit and maintain historical maintenance work records

Provide an omnichannel experience with mobile support.

Built on ServiceNow's App Engine, DSS has already eliminated existing paper-based, manual processes for shop-floor work instructions at one manufacturer. It automated the process with digitized instructions and tracking and maintenance of historical data, and the simple app-based instructions include the option of adding images and videos. The interface also allows users to create and modify work instructions.

The company has already realized value in usability, traceability, and ease of data entry, as well as the potential for data analytics and improved compliance adherence.

Why Capgemini

Capgemini is investing in new solutions to support manufacturers as they move to a more intelligent industry model. Working with ServiceNow, DSS streamlines the shop-floor maintenance and audit activities and eliminates old paper-based processes.

We understand manufacturers need new digital tools to stay competitive in the market. DSS delivers a user-friendly app while collecting data and information to make better business decisions in real-time, so manufacturers can get the future they want. Partner with Capgemini to unlock the value of technology to transform your business.

About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of 290,000 team members in nearly 50 countries. With its strong 50 year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2020 global revenues of $19.3 billion.

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Note: current conversion is €1 to $1.20 (2/17/21)

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