

**Customer Background:** One of Australia and New Zealand's largest **food manufacturers** with 8000 employees and operations spanning 60 sites was looking to implement environmentally sustainable technologies at its various sites. It wanted to substitute multiple types of paper forms to digital formats. The company produces premium quality foods and hygienic products. The product range is diverse, and includes baked goods like bread, grain flour and even animal feed.

## Business Requirements

1. Eco friendly solution
2. Scalable Forms
3. User Friendly Interface
4. Reduce operational cost
5. Data storage in digital form with anytime access and high availability
6. Data analysis option with comprehensive reporting tools
7. Compliance with both PLC and manual entry

## Technical Requirements

1. Support both automated (PLC based) and manual (PC terminals) methods of data capture
2. Ability to store quality data information regarding the baking process, the batch appearance , etc. in electronic form in system repositories
3. Solution should be easily replicable
4. Ease of maintenance and high serviceability
5. Extensive digital forms with ability to support many parameters in one grid
6. Forms with similar behavior to be combined into form classes which represents a logical form

**MESTECH Solution:** The manufacturer partnered with MESTECH to undertake the paperless transformation with the use of Factory Talk® Production Centre (FTPC).

**Methodology:** A detailed assessment of the existing forms was done to identify improvement areas according to different fields and an upgrade roadmap was created. This included formation of 26 digital forms which were then categorized into 13 classes, wherein each form had different collection of fields and catered to the need of a particular operation. Forms with same behavior were broken down into classes where each class corresponded to one FTPC form.

**Technical Solution:** The solution included a central FTPC server connected to each state level database. The system was set up such that information was fetched from the state level database, and users could access data locally and in the same format even if the central FTPC server connection was lost. Data Collection mode were both, manual and automatic. If automatic, FTPC client read the value from PLC through live data communication and if the communication from FTPC client to state level database failed, FTPC client could retry the connection 'n' no. of times (based on the application configuration). The communication with the database was done using stored procedures.

## Benefits:

1. Compliance
  - a. Automated the tracking and linking of information
  - b. Eliminated loss of information due to paper misplacement or illegible writing
2. Eco Friendly
  - a. Completely eliminated use of paper for all the data capture
3. Reduced Cost
  - a. Paper and printing
  - b. Storage and manpower
4. Improved Productivity
  - a. Very high availability of information
  - b. Fast and quick access to information
5. Improved Product Quality
  - a. Minimized errors
  - b. Provided ability to introduce changes during the manufacturing process