

## How we make it happen

Customer case study  
Schneider Electric

Theme



Smart Manufacturing



# Schneider Electric delivers its Smart Factory vision at scale in Batam, Indonesia

### Business challenge

Schneider Electric in Batam needed a digital platform to unify the factory's operational data in order to identify and adjust for anomalies within its manufacturing processes.

### Solutions provided

AVEVA Asset Performance Management and AVEVA™ Manufacturing Operations Management Solution help to optimise performance, reduce costs, and improve customer delivery.

AVEVA™ Enterprise Asset Management unifies asset performance data enabling teams to optimise performance and pinpoint opportunities to increase asset utilisation.

AVEVA Discrete Lean Management ensures efficient operation of the discrete manufacturing process and rapid response to production issues.

AVEVA™ Insight provides performance data, KPIs and visualisations that are shared throughout the operating teams via the Cloud to continuously improve productivity.

# Our industrial

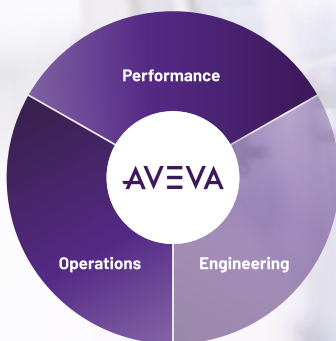
### Customer benefit

Batam's Maintenance 4.0 implementation has enabled the team to reduce machine downtime by 44% over one year. Specific process gains include:

- Digital performance management tools – 12% increase in operational efficiency, 5% increase employee engagement
- 40% decrease in scrap costs for some critical machines
- Integrated supply chain – 70% increase in supplier service rate
- 40% improvement in on-time delivery
- The Batam Smart Factory is recognised by the World Economic Forum as an Advanced Fourth Industrial Revolution (4IR) Lighthouse and by the Ministry of Industry of the Republic of Indonesia as the first 'National Lighthouse' that showcases the real implementation of Industry 4.0 in manufacturing.

### Future plans

By enabling quicker responses and faster decision making, operational efficiency has improved and the team can make more agile decisions. Transparent, trusted, and shared data has improved collaboration throughout the team, reducing informal communication and increasing productivity. The success of this Smart Factory is now being replicated across Schneider Electric's global supply chain.



# software...

“Working with AVEVA we increased our efficiency in real-time performance tracking, working ‘from shop floor to top floor’, using digital escalation and introducing the capacity to stop the line if quality issues arose. This almost halved our machine downtime and boosted collaboration across the global team.”

**Anthony Loy**

Smart Supply Chain Programme Director,  
Global Supply Chain, Schneider Electric