

# ITC Infotech: Digital Manufacturing Profile

Author: **Pareekh Jain**, CEO EIIRTrend

ITC Infotech, with its industry domain expertise and ‘Devices to Decision’ offering, ensures improvement in business KPIs for manufacturing organizations across industry verticals by deploying Digital Manufacturing solutions. They have developed ready-to-deploy, manufacturing-centric solutions on various IoT cloud platforms. These readily available solutions are spread across Process, Quality, Asset & Sustainability. These are pre-built advisory solutions for CPG, Manufacturing (Discrete & Automotive), Oil & Gas and Life sciences Industries. These solutions are built leveraging the deep domain and technical capabilities on Analytics @Edge, Cloud and OT Security. These solutions cut down the implementation time drastically and enable quick realization of ROI for customers. The objective of all the implementations is to deliver business benefits by improving operational KPIs.

## Headcount (Service Line)

- 350+ Consultants

## Locations

- Americas, Europe, and Asia-Pacific

## Platform / Partnerships

- PTC ThingWorx
- Microsoft Azure IoT
- AWS IoT
- Google Cloud
- BDB
- Mechademy

## Key Customers

- A global home-appliances manufacturer
- A leading Food and Beverage manufacturer
- A Fortune 500 Tier 1 automotive safety products supplier
- A leading Indian CPG conglomerate
- One of the largest Oil Field Services companies

## Solutions

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- **ITC Infotech's Factory Performance Intelligence (FPI)** is an out-of-the-box, low-intrusion starter pack built using a cloud native IoT platform for quick implementation and faster ROI
- **ITC Infotech's SPECTRUM for Smart Manufacturing** is a comprehensive, industry-specific solution on cloud. It enables rapid customization & deployment of OT cybersecurity-compliant Industry 4.0 use cases on cloud to accelerate value realization
- **MES Xpress** provides manufacturing companies, a modular, easy to implement MES solution which can be integrated seamlessly with the existing environment. The solution provides pre-configured templates to rapidly leverage industry best-practices
- **Quality Insights @Edge** for real-time anomaly detection and inline product quality inspection using computer vision @Edge, thus reducing inspection time, and improving product quality
- **Digital Work Instruction (DWI)** – enables paperless shopfloor operations by providing workflows for operators through visually intuitive instructions, thereby increasing operator efficiency, reducing defects, and improving product quality
- **ITC Infotech's INSIGHT for Cognitive Manufacturing** - An advisory solution that provides deep insights on manufacturing performance optimization for efficiency improvement across process, quality, sustainability, and asset dimensions. The solution includes four components:
  - **Process Advisor** - Proactive monitoring of various critical production parameters which influences quality; to ensure consistent quality output
  - **Quality Advisor** - Capture status of critical quality metrics and systems. Detect outliers that could result in defects & non-conformances
  - **Sustainability Advisor** - Optimize energy consumption using the IoT based platform. Interactive dashboards to show energy consumption trends and alerts
  - **Asset Advisor** - Real-time monitoring of the status and health of critical production assets. Predictive maintenance using our AI-based algorithm which derives predictive maintenance data, based on deviations in critical parameters

## Assets

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- Industry 4.0 maturity assessment framework to assess the current state, build the digital transformation roadmap and define business KPIs improvement targets
- Standard manufacturing data models for accelerated mapping and deployment of OT solutions
- Business KPI libraries for industry verticals for calculation of business-critical performance indicators
- OT security assessment framework and toolkit for in-depth roadmap to improve network security
- Connectivity-as-a-Service toolkit for enabling smart manufacturing capabilities on shop floor leveraging industrial automation and device engineering experience

## Leadership Quotes

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*"Industry 4.0 is a strategic area of focus for ITC Infotech, as we see manufacturing customers accelerating adoption of these solutions to unlock value. With our deep domain knowledge and ready-to-deploy solutions, we differentiate ourselves by crunching time to value for our customer."*

- **Sudip Singh**  
(CEO and Managing Director, ITC Infotech)

*"We have a laser-sharp focus to deliver improvements on business KPIs of our customers. We leverage our rich domain knowledge, our best-practices from implementing cross-industry solutions and our technology expertise to deliver business outcomes."*

- **Sundaresh Shankaran**  
(President – Manufacturing & CPG Vertical, ITC Infotech)

## Outcomes Achieved

- For a Food & Beverage manufacturer, 15% increase in OEE was achieved through deployment of Factory Performance Intelligence solution
- Achieved 2% net OEE improvement for a Fast-Moving Electrical Goods Manufacturer by deploying operational visibility solutions on IIoT platform
- Increased operational efficiency by 12% and reduced scrap by 6-8% by deploying Quality Advisor solution for one of the world's largest automotive safety products suppliers
- 5% reduction in energy cost and ROI within 2 years achieved for a FMCG company by deploying the Energy Advisor solution that leverages IIoT, and ML capabilities
- Achieved ~40 tpd increase & annualized benefit of \$ 3.5 Mn through yield optimization by implementing Industry 4.0-based advanced analytics solution for controlling the moisture content for a major paper manufacturer
- Increase in revenue of \$200 K/year with optimal operating efficiency and carbon emission reduction of 3000 tons of CO2/year for a leading chemical manufacturer
- 4% increase in instrument utilization and deferred capex requirements for a global, US-headquartered manufacturer of medical devices by deploying a remote health monitoring & utilization tracking solution

## Differentiators

- **Low intrusion starter pack** - Rapid solution deployment of a cloud native IoT platform with pre-configured industry use case templates that are OT cybersecurity-compliant
- **Outcome linked engagement models** - Commercial model tied to business KPI improvement
- **Accelerated deployment of out-of-the-box, vertical-specific solutions** - Industry specific portfolio of business solutions to accelerate digital transformation journeys for manufacturers
- **'Devices to Decisions' Industry 4.0 solutions** - Right partners in IIOT & cloud platforms and industrial automation, to maximize client value-add

Source: EIIRTrend, ITC Infotech

*Enterprise should select ITC Infotech for its domain knowledge, pre-built solutions for different industries, and its ability to deliver business benefits and improvement in operational KPIs leveraging Digital Manufacturing.*

## About the Author



### Pareekh Jain

Pareekh Jain is CEO and Lead Analyst of EIIRTrend and Pareekh Consulting.

EIIRTrend is an information platform for discovering engineering, IoT, Industry 4.0 and R&D (EIIR) trends, information, insights, best practices, across 12 industry segments, 24 service segments, 75+ countries and 2500+ providers and buyers. Pareekh Consulting is a focused analyst and advisory firm for EIIR.

A seasoned EIIR professional, Pareekh has seen the EIIR industry from four perspectives: service provider, sourcing advisor, enterprise buyer, and industry analyst.

He is regularly quoted in media on EIIR trends. He has provided more than 500 media quotes to various global and India media outlets. Some of the media publications he is quoted in include Harvard Business Review (HBR), NDTV, ZEE TV, Forbes, Times of India, Economic Times, Business Standard, Hindu, Business Line, Livemint, Indian Express, Financial Express, Deccan Herald, Business Today, Telegraph, Hans India, Bizzbuzz, Informist, Voice and Data, Rediff, Voice of America, Moneycontrol, Quartz, Trak, NHA Asia, NZZ, The Ken, Techcircle, Nearshore Americas, Siasat Daily, Firstpost, and Business Insider.

Pareekh is a thought leader, having authored more than 200 publications on topics related to EIIR outsourcing. He loves business fiction writing in his free time, and has authored a novel, Who Is That Lady?

Pareekh received his MBA from the Indian Institute of Management (IIM), Bangalore and his Bachelor of Technology degree from the Indian Institute of Technology (IIT) Delhi.

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