



## CUSTOMER CASE STUDY

# How cloud-enabled data visualization helps teams collaborate and optimize production at Schneider Electric

Company Name - Schneider Electric  
Industry - Discrete Manufacturing

## Goals

- Improve operational performance by optimizing asset performance management and digitizing lean manufacturing practices.
- Unify and visualize live performance data for collaboration and faster decision making.
- Allow anytime access to data by multiple teams and roles; enable high data availability for business continuity.

## Challenges

- Lack of shop floor visibility to manage performance improvements and react to issues on the line.
- Lack of data due to manual processes and data collection.
- Use of legacy systems, different software vendors, and bespoke solutions across factories.

## AVEVA Solution

- AVEVA Insight to aggregate and visualize real-time performance data in the cloud.
- AVEVA Discrete Lean Management to digitize lean manufacturing practices.
- AVEVA Enterprise Asset Management for asset performance management to reduce downtime and maintenance costs.

## Results

- Deployed cloud-based AVEVA Insight for data visualization and trusted data to collaborate from shop floor to top floor.
- 12% increase in operational efficiency from digital performance management tools.
- 40% improvement in on-time delivery for customers.
- 44% less equipment downtime.

# Schneider Electric's Smart Factory Program

A world leader in energy management and automation, Schneider Electric is committed to transforming its global manufacturing operations, leaning into Industry 4.0 to drive sustainability and scale. The Smart Factory Programme is a landmark project for the company, and the Smart Factory in Batam, Indonesia, is one of the programme's showcase sites. The factory was conceived and designed to embrace digital technology as part of a Smart Supply Chain plan to improve efficiency, boost customer service results like on-time delivery and supplier service rate, reduce costs, and show how digital tools can improve manufacturing results.

## The need for a cloud-based solution to manufacturing challenges

Schneider Electric Batam's leadership team identified a need to install digital tools to enable their operations managers to unify live performance data and streamline the manufacturing process. Following a competitive tender, they selected AVEVA Asset Performance Management and AVEVA Manufacturing Operations Management help to optimize performance, reduce costs, and improve customer delivery. They selected three product suites to deliver this step change:

- The factory installed AVEVA Enterprise Asset Management to unify asset performance data, enabling teams to optimize performance and pinpoint opportunities to increase asset utilization.
- Co-developed specifically for the Batam site, AVEVA Discrete Lean Management helps the team ensure efficient operation of the discrete manufacturing process and rapid response to production issues.
- Enabled through the cloud, AVEVA Insight provides performance data, KPI tracking, and asset visualization tools which can be shared throughout the operating teams. This transformational capability has enabled the team to embrace live optimization processes and continuously improve productivity across all product lines.

“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.”

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**Anthony Loy,**  
Smart Supply Chain Program Director  
Schneider Electric

By enabling quicker responses and faster decisions, the software stack has boosted operational efficiency and the team can make more agile decisions. Transparent, trusted, and shared data has also made it easier for the teams to collaborate, as they share trusted data between different silos, and together can quickly identify opportunities to improve performance. This has also cut informal communication loops, as well as increased productivity. The success of the Smart Factory is now being replicated across Schneider Electric's Global Supply Chain.

The Maintenance 4.0 has helped the Batam Smart Factory cut 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 has been recognized by World Economic Forum as an Advanced 4th 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.

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