

Contact

Our ServiceNow and Smart Manufacturing Experts will work with you to develop a comprehensive roadmap for your Smart Factory. Starting with capturing the asset inventory within your plants, we will work to deliver the complete orchestration and launch of your individual OTSM-managed shopfloor solution.

The starting point of the journey is a joint workshop in our Smart Factory in Dusseldorf to discuss with you the possibilities of implementing our Deloitte OTSM solution.

We are pleased to invite you to our Smart Factory!



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OTSM Platform for the Managed Shopfloor

User-friendly solution for more
standardization and efficiency

Industry 4.0 is on the roadmap of every manufacturing executive. Disruptive events such as pandemic related production downtime or increasingly volatile supply chains are drivers for an increasing priority of industry 4.0.

Many organizations have fast-tracked their shopfloor digital transformation in the post-pandemic era. Realizing digitalization introduces new requirements to the shopfloor organisation: The successive introduction of information technology (IT) creates an extremely heterogeneous shopfloor environment with unmanaged production assets.

This may lead to numerous challenges for the management of operational technology (OT) on the shopfloor:

Challenges



Complexity of IT & OT

IT adds complexity to operational technology, with more physical operations being controlled by software.



Heterogenous Standards

Interoperability is made difficult as homogeneous OT standards rarely exist and individual solutions can be a source of risk exposure.



Increased Cyber Risks

The frequent use of shadow IT leads to security vulnerabilities.



Conflicting Culture

IT and OT groups' conflicting objectives and cultures hamper CIOs' ability to create effective alignment and successful Industry 4.0 initiatives.

Deloitte OTSM Solution based on ServiceNow

To meet the challenges on the shopfloor, Deloitte has developed an OTSM solution (OTSM = Operational Technology Service Management) based on ServiceNow's out-of-the-box solutions in analogy to ITSM.

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End-to-End Solutions

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Enterprise Platform



The OTSM solution enables centralized management of OT services with transparency and automation, bringing standardization and efficiency to the increasingly complex operational environment.

Journey to a Managed Shopfloor

- 1 The foundation for using the OTSM solution is to **capture all assets on the shopfloor in the central ServiceNow database** (CMDB = Configuration Management Database).
- 2 In addition, the organizational basis needs to be developed for the synergies between processes, technologies and people in the **Target Operating Model (TOM)**.
- 3 To ensure **security operations processes**, a holistic and contextual view of OT systems is created to enable **visibility and vulnerability response**.
- 4 Finally, the go-live of the platform follows with an individual **service catalog** for the assets on the shopfloor. This ensures **well-defined workflows** that are managed similar to ITSM processes.

Benefits

The OTSM solution brings three major advantages to the shopfloor:

- **High transparency** of services & assets in production and therefore better decision making, as every event is recorded in the central OTSM platform
- **High level of standardization** and therefore reduced complexity and error proneness, as OTSM solution defines the global standards which can support global rollout for selected solutions efficiently
- **High efficiency** due to clear responsibility and defined workflow

In addition, Deloitte is able to identify various optimization areas based on experience from previous projects. Thus, **relevant KPIs** in the areas of asset efficiency, quality and safety & sustainability can be increased. In parallel, **costs and risks reduction in your production environment may occur**.