

Operational Technology Service Management (OTSM) for the managed shop floor

You've made the right investments. Now, get the value you expect. Let Deloitte and ServiceNow connect and protect your existing manufacturing technology to power efficient, secure operations that support a healthy operational technology service management (OTSM) system.



Industry challenges:

Manufacturing is rife with complexity and unmanaged risk across information technology (IT) and operational technology (OT) functions. Targeted investments in OTSM and plant floor technology can mitigate risks and position organizations for long-term profitability. To get there, manufacturers need to streamline and secure operations to promote effectiveness and efficiency, scaling manufacturing to meet the demand of Industry 4.0 assets.

Complexity of IT and OT:

IT adds complexity to OT, with more physical operations being controlled by software. In the past decades, OT assets on the shopfloor have evolved into integrated control units with complex computing requirements in terms of both hardware and software.

Cyber Risks:

The increased level of system integration on OT assets results in a high degree of cyber security risks. The prevalence of shadow IT also leads to security vulnerabilities.

Heterogeneous Standards:

Lack of homogenous OT standards make interoperability difficult and individual solutions can be a source of risk exposure.

Change Management:

IT and OT groups' conflicting objectives and cultures, together with organizational barriers, hamper CIOs' ability to create effective alignment and integration and successful Industry 4.0 (I4.0) initiatives at the plant level.

Why Deloitte?



Deloitte bundles global professional service capabilities in the area of Manufacturing IT with hands-on shopfloor experience.



15+ Ecosystem partners in the area of IT/OT covering end-to-end service provisioning on a global scale.



Global capabilities engaged in Managed Shop Floor IT/OT, Infrastructure Advisory and Cyber Security.



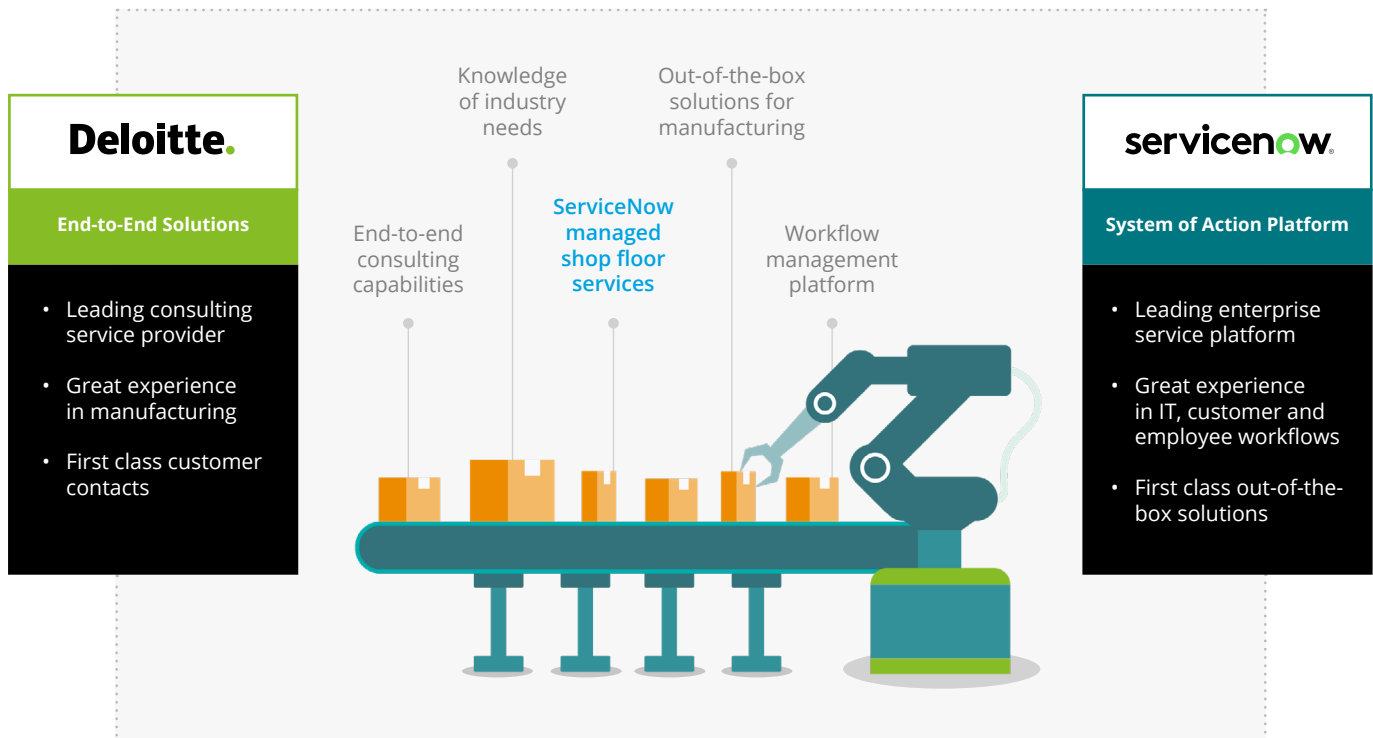
Proven track record with clients based on trustful cooperation.

Deloitte's OTSM Solution, powered by ServiceNow.

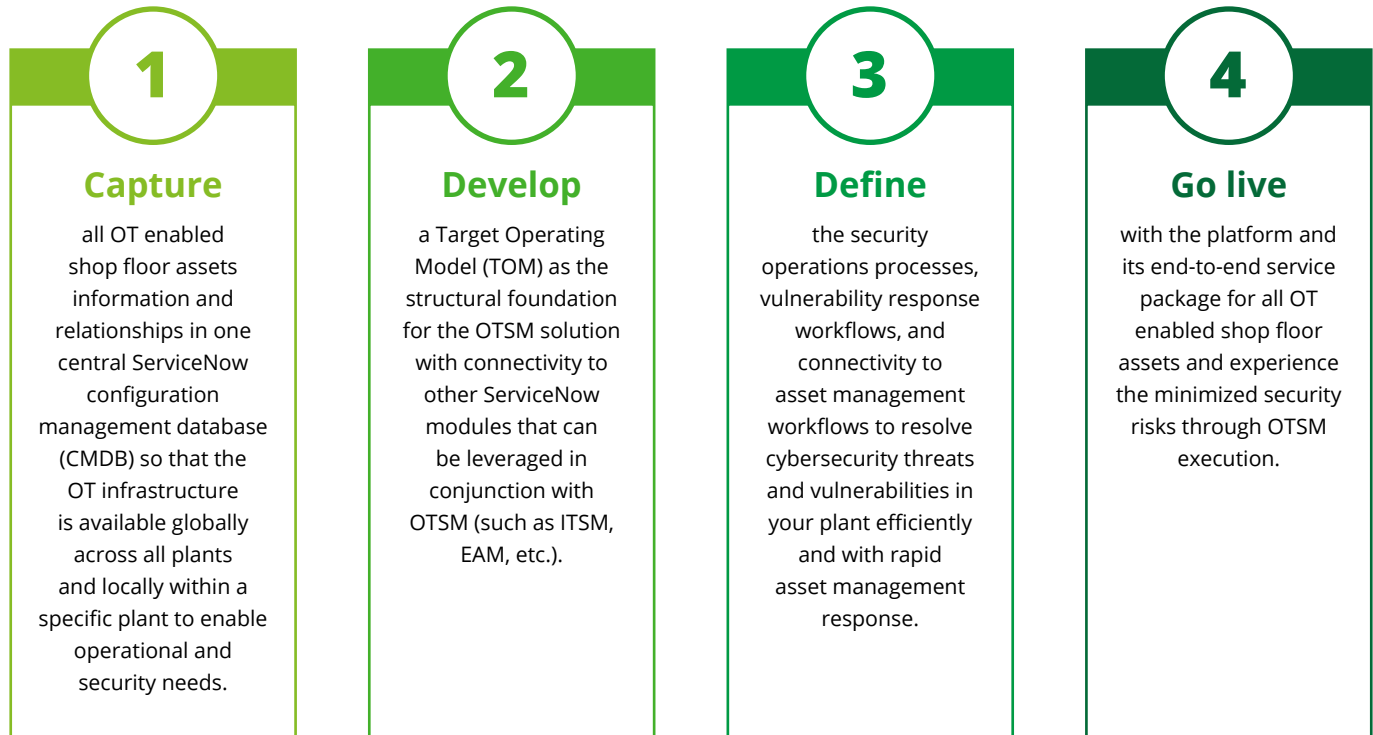
Increased adoption of digital technologies has created a diverse landscape of production assets and management systems in many production sites. To maintain and operate these diverse assets while also minimizing security risks, the most effective strategy is to professionalize shop floor operations with a central technology platform. This approach integrates siloed data, tools, and processes to create a single system of action and extend the value of your system of record. Deloitte has developed a solution for IT/OT convergence on the shop floor based on the ServiceNow platform. The Deloitte OTSM solution provides standardized, transparent, and efficient workflows in the digital factory, unlocking the ability to scale manufacturing capacity by streamlining and securing operations.

Deloitte enhances the management of Shop Floor Services by leveraging ServiceNow tools beyond their standard functionalities, providing comprehensive, value-added end-to-end solutions

The future of manufacturing is here



Steps to implement our OTSM solution



What does OTSM offer to clients?



Manage OT service requests with a comprehensive, agile, and transparent approach for production machinery to realize less downtime.



Connect disjointed sources of asset data and turn them into actionable intelligence to anticipate trends, prioritize resources, and identify areas to improve long-term factory health.



Protect IT and OT against cyberthreats with modular, pre-integrated managed service tools to identify, respond, protect, and manage vulnerabilities.



Extend the value of your systems of record by integrating siloed data, tools, and processes to create a single system of action.



Minimize and mitigate risk with structured governance and well-defined workflows of services and processes and shop floor standards and expectations.



Increase production efficiency and reduce downtime with fast and specific service delivery to improve critical KPIs, including overall equipment effectiveness (OEE).



Reduce costs by enabling standardized and state-of-the-art service models to avoid incremental expenses, reduce warehouse inventories, and limit maintenance costs through continuous asset monitoring.



Ensure quality by securing continuous processes and quality on the shop floor, reducing scrap, and increasing OEE through condition-based and predictive maintenance.

Get in touch today



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