

EY Connected Manufacturing

Connect your factory workforce to reduce non-value added work by 80%

Business drivers

Companies struggle to achieve sustainable performance breakthroughs when they fail to automate workflows and rely only on siloed systems and manual operational processes.

This approach often results in a failure to maintain and promote leading practices globally, track capability build and value realization, and harness the art of the possible on technology.

Solution overview

Unlock efficiency and resilience by bridging the gap caused by operational processes.

EY Connected Manufacturing provides automated workflows and a seamless experience that allows all employees to:

- ▶ **Drive resiliency and productivity**
- ▶ **Keep production lines running smoothly**
- ▶ **Reduce downtime and mean time to restore**

Joint value proposition

The EY manufacturing capability covers the full scope of manufacturing excellence powered by our position as ServiceNow Top Global Elite Partner & Manufacturing market leader.

- ▶ **EY Connected Manufacturing:** Enables our industrial clients to digitally connect and engage their workforce, positively impacting retention and skill gaps.
- ▶ **Operational excellence framework:** EY teams support clients through their operational excellence journey by integrating processes and enabling sustained performance and capabilities advancement.
- ▶ **Sensorization and process optimization:** Connects all relevant plant data into a single data foundation for manufacturing, enabling analysis and sharing of data across the tech landscape.

Differentiators

EY's Manufacturing Transformation services support 80% of the Supply Chain Top 50 with 4800+ professionals globally.

EY Connected Manufacturing underpins these services, driving growth and improving efficiency and customer experience:

- ▶ **Support shopfloor workers** to increase adoption of operational practices
- ▶ **One-stop shop** connecting IT and operations on a single platform
- ▶ **Reduce non-value adding tasks** through automation and workflow consistency
- ▶ **Easily deploy global practices** by validating and sharing proven operational excellence approaches

Based on our implementation experience, we have created persona-driven, process-specific accelerators to support central operational excellence processes:

- ▶ Defect handling
- ▶ Clean, inspect, lubricate
- ▶ Incident elimination
- ▶ Shopfloor meetings

Offering benefits

The human-centric platform makes shopfloor workers the owners of their performance:

- ▶ Real-time visibility of performance, retention and evolution of leading practices
- ▶ Digitalization speeds up operational excellence program, improves buy-in
- ▶ Digitalization and AI-based analytics allow continuous improvements
- ▶ Automated, end-to-end defect management
- ▶ Paperless shopfloor



EY Connected Manufacturing user interface

Case study: Digitizing IWS with EY Connected Manufacturing offering built on ServiceNow for JTI

Opportunity

- ▶ With the tobacco market shrinking year over year, JTI need to transform their manufacturing organization to cope with end-market demand volatility and gain market share in the RRP (Reduced Risk Products) segment.
- ▶ As EY teams were implementing the Integrated Work Systems (IWS) manufacturing excellence program across the client's factory landscape, the team identified technology capability gaps in the system and Knowledge Management (KM) horizontals.
- ▶ Due to our existing ServiceNow technology footprint at JTI, EY teams were asked to help address these technology gaps leveraging the ServiceNow platform.

Approach

- ▶ EY teams proceeded to digitize largely paper-based IWS processes on ServiceNow's Manufacturing Connected Workforce (MCW) platform.
- ▶ We were able to address gaps in the system and Knowledge Management (KM) horizontals by providing the client with a one-stop shop covering key operational excellence processes such as Incident elimination, Centerline, Clean/inspect/lubricate, Defect handling, Rapid changeover, and more.
- ▶ The platform supports citizen developer capabilities that allow the client to make continuous improvements.

Business value

- ▶ The solution provided the client with an intuitive and complete Smart Daily Management and Knowledge Management solution, reducing non value adding activities, like data gathering and meeting preparation, by 80%.
- ▶ The introduction of a one-stop-shop cockpit allowed the seamless handling of case management and orchestration processes.
- ▶ Shop floor digitization gave the client an unprecedented opportunity for standardizing processes, making data-driven improvements, and AI-driven knowledge and best practice sharing across its global manufacturing landscape.

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EY and ServiceNow. More dynamic businesses. Better human experiences.

EY and ServiceNow streamline the flow of information, remove friction and deliver richer human experiences.

Our approach to workflow automation unlocks the potential for organizations to become more dynamic and innovative to drive business performance and growth.

For more information, visit: ey.com/ServiceNow.

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