

EY Digital Operations Hub @ MxD

Where innovation meets operations

The future
today.

The EY logo is positioned at the bottom center of the page. It features the letters 'EY' in a bold, white, sans-serif font. A yellow triangle points upwards from the top of the 'Y'.

■ ■ ■
The better the question.
The better the answer.
The better the world works.

Shape the future
with confidence





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**The Operations Hub
exists to help our clients
satisfy these needs**

Why this exists

Harnessing the potential of manufacturing modernization at scale has been a challenge since the expression “Industry 4.0” entered our vernacular more than a decade ago. Also, when stepping back and reflecting upon the upstream and downstream components of end-to-end supply chain (plan, source, make, deliver and service), numerous adverse events have shown us the importance of hardening core supply chain processes, especially visibility.

Meeting these challenges is a big part of the impetus for the EY Digital Operations Hub - and why we made this investment at MxD in Chicago. Technology has matured to a point where the promises of Industry 4.0 are truly attainable - the “smart factory” must be more than a single lighthouse facility - and the tools are available to make end-to-end supply chain integration a reality.

Our investments have also been informed by the expectations of our clients. Relative to the future of manufacturing and supply chain, the sentiments they have shared can be distilled into four basic concepts:



1

Be an end-to-end collaborator

Modernization programs in this space are complex - we need a collaborator who can work with us from concepts through operations at scale

2

Convene AND activate the right ecosystem of partners

Bring us the right collaborators at the right stage in our journey

3

Show me how the pieces fit

Bring us real solutions that align the best of what the industry has to offer in conjunction with the technology I have in place today

4

Do real work

Move beyond presentations and conference rooms - this space is characterized by physical processes and tangible products - success in this space means doing real work

Who we are

At its core, the Digital Operations Hub focuses on the two broad disciplines of manufacturing modernization and supply chain optimization. We focus on activating the “digital thread” that runs across numerous assets and technologies. This is the key to giving words like modernization and optimization a tangible impact.

The hub also offers a discrete capability focused on Long Term Value Engineering (LTVE). Supported by a 4,600-square-foot product tear-down lab, LTVE operates at the heart of issues that integrate product and manufacturing.

From a risk management perspective, the hub also boasts a robust capability focused on OT Cyber assessment, monitoring and management. Clients benefit from experience modules that focus on various OT Cyber insights that are incorporated into their broader hub experience.

The role of people is pervasive to every experience we curate. For all the gains to be made in technology and process improvement, success ultimately depends upon people. We focus on helping clients win the war on talent, activate the convergence of technology and people, and create environments that foster an improved work experience.



Please scan the QR code to see our introductory video.





Global network of industry and subject-matter resources across 700 EY offices

Recognized business and technology consulting leaders

Core competencies - technology consulting, business consulting, people advisory, sector expertise

“

We focus on activating the ‘digital thread’ that runs across numerous assets and technologies.



Nonprofit launched by the Department of Defense in 2014 to focus on increasing US manufacturing competitiveness.

275+ members, including 15 government partners, 37 academic institutions, and 210 manufacturers and technology solution providers.

74,000 SF center, including 22,000 SF manufacturing floor featuring MxD projects and member solutions.

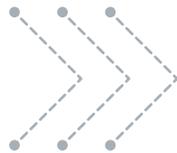
What we do

With capabilities and assets from EY US and our ecosystem partners, we help businesses improve their operations, reduce risk and leverage practical applications of technology to change the way they do business.

Our capabilities

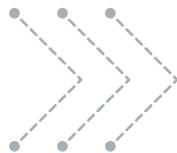
Manufacturing modernization

Optimize your manufacturing assets



E2E supply chain orchestration

Strengthen your supply chain from forecast through fulfillment



Long term value engineering (LTVE)

Engineer value into the product that carries through manufacturing and the customer experience



OT cyber

Managing risk across your operating assets



Humans@center

Unlock the value of your people, as an asset that lies at the center of innovation and modernization



Key questions we explore

- How do I drive greater efficiency and productivity in the design and production of good?
 - Help me design my modernization blueprint
 - Help us scale our vision across our existing footprint
 - How do I optimize the investments I've already made?
-
- How can I get better access to reliable data through the systems I have in place now?
 - What's the next step in terms of visibility?
 - How should we move toward a more automated / autonomous supply chain?
-
- How can sustainability benefits be engineered into product design?
 - To what extent can more proactive design for manufacture decisions impact margin?
 - How do I better incorporate supply chain considerations into product design?
-
- How do I determine the appropriate coverage model for my existing assets?
 - How can I increase OT cybersecurity understanding across my organization?
 - How should I most effectively manage / operate an OT cyber improvement program?
-
- How do we win the competition for talent?
 - What role can technology play in keeping my workforce more engaged and effective?
 - To what extent has the expectation on retention changed?

Why this is better

One of the most powerful aspects of the Digital Operations Hub is the ecosystem of partners that we convene and activate to help our clients address their most significant modernization and innovation challenges.



DoD-funded
Broad member network
Solves real problems
Focus on manufacturing

Give me access to an environment that brings a broad and objective perspective to manufacturing innovation.



Dell
GE Digital
Microsoft
P&G
PTC

Help me work with a family of partners that can help me design and deliver my modernization plan where all the pieces fit and work together.



Asset management
Cybersecurity
Information management
Operational excellence
Supply chain management
Talent management

Bring capabilities that carry me through the journey - from product to profit.

How it works

The key to curating a powerful experience at the Digital Operations Hub is preparation – both in framing the “exam question” we will work to answer and investing to gather the right level of data, insights and observations needed to drive toward a desired outcome. This level of pre-experience diligence enables the most critical aspect of the experience – getting something done / doing real work. Our objective is to convene the right group of stakeholders to leverage real-world data in order to meet a clearly defined challenge.

Aligning your ambition and potential



The experience starts with a conversation around ambition and potential – understanding the investments you’ve made, the ground you’ve covered and the perspective you have for what lies ahead.

Framing the exam question



Once this foundational understanding is established, we work together to frame the exam question – the modernization opportunity we will work to make a reality. **This is the focal point that guides the rest of the experience.**

Curating a powerful and impactful experience



After we have a clear exam question, the experience begins to take shape starting with pre-session preparation, which may include interviews, surveys, site visits, review of existing information and culminating in the session itself. We also integrate key ecosystem partners throughout the process.

Achieving the outcome of your ambition



The final step in the experience is making the pivot to action. We often leverage our EY wavespace™ team to facilitate a structured series of activities that leverage the insights from preparation and our time at the Digital Operations Hub to create the formal roadmap forward.

The power of preparation

The majority of effort associated with an experience at the Digital Operations Hub is directed toward preparation. We strongly recommend visiting our client’s facilities and spending time with a broad range of stakeholders as part of the preparatory process. When it comes to realizing gains in manufacturing modernization and supply chain orchestration, the details truly matter. This is why we put such a strong emphasis on this aspect of the experience.

Where to learn more

Every organization has the opportunity to accelerate digital transformation and shape the future of manufacturing. Whether you are looking for ideas to get started or for guidance to navigate the path forward, we are ready. Contact us directly or scan the QR code below to get in touch with us.



Contact us



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EY teams work across a full spectrum of services in assurance, consulting, tax, strategy and transactions. Fueled by sector insights, a globally connected, multi-disciplinary network and diverse ecosystem partners, EY teams can provide services in more than 150 countries and territories.

All in to shape the future with confidence.

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