

# • PERATOR

### Visibility for improvement



## World Class Manufacturing



### The right tool for the right purpose







### MESA (Manufacturing Enterprise Solutions Association) ISA-95 MES Global standard definition

SchedulingImage: Constraint of the second secon
SchedulingResource allocation and statusProduction and DispatchDocument controlProduct tracking and genealogyPerformance AnalysisLabor managementMaintenance managementProcess managementQuality analysisData collection and acquisitionOEE (Overall Equipment Effectiveness)Inventory Management





### **Operator Systems**

- We have been working with MES for almost 15 years
  - Last year we build a new strategy (Venture Capital)
  - Strategy based on Partners
- We build our strategy on long term partner ships
- We develop and grow together with our customers
  - We only develop what they need to be successful
- A successful MES implementation is not only software!







### MESA S95 MES standard definition





### International standards

Selected results of extensive manufacturing analysis

Metric	EU standard	World-class
OTIF (%)	93.1%	>99.5%
Complaints (%)	2.2%	<0.001%
OEE (%)	76.8%	>85%
Changeover (% of capacity)	8.4%	<1%
Safety (Accidents per 100,000 hours)	7.4	<0.05
Finished Goods Days of Cover	21.2	3
Raw Material Days of Cover	28.3	5
Training (days)	2.7	12
Absenteeism (%)	2.4%	<0.5%
Supplier OTIF (%)	86.0%	>99.5%









### Why consider MES

A survey conducted by MESA and reported by Modern Materials Handling identifies the major benefits of implementing MES as average reductions:

- 45% in manufacturing cycle times
- 17% in work-in-process levels
- 75% in data entry time
- 32% in production lead time
- 56% in shop floor paper work
- 15% in finished goods defects



Operator has a proven track record of succesful implementation in less than 90 days and ROI in less than a year.





### Value Proposition

Operator deliver fast ROI & visibility for improvements through a "full suite" paperless MES solution covering the entire Discrete Manufacturing area

Benefits; Higher Profit, Shorter delivery times, better quality and delivery performance, Visibility, better utilization, support LEAN & offer full traceability

#### **Unique Selling Points:**

- Commercial-Off-The-Shelf Solution
- Fast ROI often less than a year
- Full production operation in less than 90 days
- Very strong Integration ERP, Shop floor, Mobile equipment, etc.
- Wide and deep functionality very few customer modifications
- Real-time information throughout your plant
- Scalability A solution you can grow with at your pace
- Supporting International customers





### What do we want to achieve with Operator?

- Integrated solution for manufacturing and logistics management
- Manufacturing with fast adaptability to market demands (PULL model)
- Ability to create, measure and follow operational benchmarks
- Improved productivity (average 10% 25%)
- Inventory reduction in warehouses (semi products) (up to 50%)
- Improved fill rate (up to 99%)
- Improved OEE (up to 60% 85%)
- Improved OTIF (up to 98 99%) with almost perfect shipment accuracy
- Quality control (ISO & Regulatory compliance)
- Smooth integration with existing and future ERP system
- Smooth integration with SCADA systems (OPC)
- Operator ROI in about 6 12 months
- 100% customers satisfaction!





### **Positioning MES**











### Typically Manufacturing site – with Operator



#### Gains

- One integrated solution
- Standard integration from ERP to
- Shop floor
- Well defined interfaces
- Visibility through entire process
- Higher utilization of machines and resources
- Increased profit
- Higher quality
- Full traceability
- Production 24x7 without ERP
- connection
- Paperless production
- Easier upgrades
- Potentially save ERP licenses
- Lean and 6 sigma support





### **Operator product suite**







### Operator provide overview

 Operator MES deliver a <u>full overview</u>, on line as well as proactive and historical – to make sure you can make the best possible decisions and your company can increase effectiveness and profit !





### **Rich functionality - examples**

#### Machine Status - OEE



#### **Job Reporting**

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#### **Connection SCADA - MES**



#### Label Printing

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#### Scheduling





### Lean and Operator MES

A recent survey of 100 C-level and senior-level manufacturing executives showed:

- 70% of manufacturing executives reported that their lean initiatives led to only a 5% reduction in manufacturing costs. The majority of executives were very concerned about sustaining the small results they did achieve.
- A process change without a cultural change is almost always a temporary change.
- Processes will gradually return to the way they used to be if there is not technology to keep the new processes in place.





Foundation

Items/goods •



### Produce more - without new investment?



OEE is not just an indicator; it brings focus on potential improvements.



### Our customers





- 50 customers 100 sites world wide
- Largest installation: Swedwood with 20 sites in 6 countries

 International coverage through partners in more than 15 countries





### Metal and General Man.

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**Automotive** 













\*\*\* Swedish Match

Saba

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NATUR DROGERIET

. Wisi'on **IKEA** Components



Swedwood









#### Manufacturing characteristics

- Repetitive manufacturing
- Limited transportation units
- Limited storage area
- Expiry of materials

#### Pains

- Low production output
- Missing information about lost time on machines
- In-accurate counting and stock levels

#### Gains

- Better scheduling
- Higher OEE
- Higher production output
- Lower cost per sold product









#### Manufacturing characteristics

- Highly customized products almost "One-of-a-kind"
- Very wide and deep product structure

#### Pains

- Difficult to get all components ready in time for assembly
- Huge amount of documents

#### Gains

- 20-30.000 documents moved to electronic media
- Full overview of material flow







#### Manufacturing characteristics

- Expensive production lines
- Short harvest cycles
- Food: filling & packaging

#### Pains

- Missing information about losses on production lines
- In-accurate counting and stock levels
- Manual data entering

#### Gains

- Higher OEE
- Higher production output
- Full Traceability
- Shorter delivery process









#### Manufacturing characteristics

- Expensive production lines
- Product durability and quality
- Eldest danish foundry company

#### Pains

- Paperbased order and process control
- Lack of traceability
- In-accurate counting and stock levels

#### Gains

- Higher OEE
- Strict quality control
- Digitalised process documentation
- Full Traceability







### Swedwood

#### Manufacturing characteristics

- Expensive production lines
- Furniture: machining, lacquering, packaging

#### Pains

- Missing information about losses on production lines
- In-accurate counting and stock levels

#### Gains

- Higher OEE
- Higher production output
- Lower cost per sold product
- Full Traceability





"Med den seneste opdatering af vores ERP-system kan vi trygt gå fremtiden i møde. Vi har fået mulighed for at være proaktive i forhold til de krav, der til stadighed bliver stillet og ændret fra omgivelsernes side,"

Hans Erik Dalsgaard Koncern it-chef



#### **Manufacturing characteristics**

- Expensive production lines
- Specialise in private-label production
- Food: filling & packaging

#### Pains

- Missing information about losses on production lines
- Not able to compile production accounts from sign-in/sign-out data
- Not able to document OEE

#### Gains

- Paper free production
- Significant ROI
- Higher OEE
- Lower cost per sold product
- Full Traceability







"Med den seneste opdatering af vores ERP-system kan vi trygt gå fremtiden i møde. Vi har fået mulighed for at være proaktive i forhold til de krav, der til stadighed bliver stillet og ændret fra omgivelsernes side,"

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- Multiple sites installation
- Time and attendance
- Work lists
- Instructions (shown directly in work lists)
- Integration to quality control system (Lotus Notes)
- Job reporting
- Start, stop, machine time, manpower time, quantities
- Down time reporting
- Scrap reporting
- Label printing (EAN128)
- Warehouse Mobility
- New QA-module
- Connected to Lawson M3









### **Positioning Operator**







### **Operator Systems - History**

- PMSIM Systems
- 1999 Intentia bought PMSIM Systems
- 2004 MBO (Lawson only Partner)
- 2005 1st standard version
- 2010 New growth strategy decided
- 2011 Vækstfonden and Inter-Invest (16 MDKK in new capital)



- VISION: To become a leading independent International software provider in the Manufacturing Execution Systems (MES) area for Manufacturing companies with discrete processes
- **MISSION**: "We are providing **visibility** in the production area to identify potentials **for improvements**. Operator will be your only system on the Shop Floor to manage material flow, machines and manpower".

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- Main Operator activities:
  - Develop world class generic MES (Manufacturing Execution System) application
  - Core implementation team, based on standard methodology
  - 7 x 24 hours support offering for customers and partners
  - Build skilled partner ecosystem to deliver sales, implementation and support
  - Use customers- partners- and market- response to enhance product



### **Our Commitment to Partners**



- We are committed to become a fully partner-oriented SW-company. We will grow and expand our market footprint through an efficient sales- and implementation partner channel across all markets.
- We will increase our investment in building the markets, in driving the demand generation and in our partners. As the partner channel grows, matures and proves efficiency, we will turn our business into a through-partner business only.
- We will always help and support our partners in building their business, on our products, with quality and profitability.





### **Technology Partners**













# Organization











## Support





### **Operator Support**

- Operator offers two types of support agreements
  - Premium support
  - Standard support
- Both support agreements includes access to our web-based SupportCenter, online support and telephone support
- Customers without any support agreement can also get support at our standard hourly rate
  - The minimum fee is half an hour plus time spent





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Copyright © 2011 ZOHO Corporation. All rights reserved.	





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#### **OPERATOR**

Partner handlowy:

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