

AT A GLANCE

Industry: Consumer Goods

Employees: 100,000+

Objectives:

- Increase production uptime
- Resolve stoppages faster
- Improve visibility across production lines
- Reduce recurring production issues
- Support faster operational decisions
- Scale a consistent approach across factories

Technology used

- Azure IoT Edge
- Azure Blob Storage
- Power BI

REDUCING PRODUCTION DOWNTIME

HELPING FACTORY TEAMS UNDERSTAND PRODUCTION STOPPAGES IN MINUTES, NOT DAYS.

BACKGROUND

A leading global consumer goods organisation operates a large manufacturing network across more than 190 countries, producing everyday products used by billions of people. Keeping that network running reliably is essential to meeting demand, maintaining quality and keeping delivery schedules on track, which means even short interruptions can have a wider impact when they occur across multiple lines and sites.

When stoppages happen repeatedly, the impact extends beyond the individual machine. Output falls, engineering teams spend more time investigating issues and production plans come under added pressure. Building on its existing investment in improving visibility across manufacturing operations, the organisation wanted to help factory teams understand stoppages faster and establish an approach that would work consistently across different production environments.

CHALLENGE

When a machine stopped unexpectedly, engineers often had to piece together the cause from several sources. System logs showed what the equipment reported, physical inspections added further detail and video footage sometimes provided the visual context needed to explain the event.

Bringing all that information together quickly was the main difficulty. In some cases, teams spent days investigating a stoppage without enough context to reach a clear answer, while locating the relevant moment in lengthy video recordings added further manual work.

What engineers needed was a clearer view of what had happened at the point of failure, without making the investigation more complex. By bringing the relevant evidence together sooner, teams were better placed to understand the cause, determine the right action and return the line to production faster.



SOLUTION

Nexer worked with the organisation's production engineering, IT and security teams to connect production events with the relevant video footage. Together, the teams brought the information engineers needed into one investigation process.

As part of this approach, when a line stops, the system automatically identifies the event and captures footage from immediately before and during the interruption. Engineers then review that footage alongside the corresponding production information, giving them operational and visual context without having to search across separate sources.

With the evidence already linked to the event, production teams spend less time piecing together what happened afterwards and can focus sooner on understanding the cause and deciding what action to take.

The joint team also considered how video would be stored and shared. Full recordings remain within each factory, while only selected clips linked to production events are shared centrally alongside the relevant operational information. This reduces unnecessary data transfer while still giving teams access to the evidence they need.

To support wider rollout, the teams developed the solution within the existing environment and worked together to meet security requirements. The design also accounted for differences between sites, including machinery, production lines, camera arrangements and factory layouts.

20%

Deloitte's 2025 Smart Manufacturing Survey found that manufacturers reported an average 10% to 20% improvement in production output following smart manufacturing initiatives⁽¹⁾.



A STEP FORWARD IN PRODUCTION IMPROVEMENT

Factory teams now have a faster and more connected way to move from a production stoppage to an informed response. With the relevant evidence available in context, engineers spend less time searching for answers and can focus sooner on resolving the underlying issue.

The value also extends beyond the individual event. As operations teams review more stoppages in the same way, they gain a clearer picture of recurring problems across machines, lines and sites, helping them decide where further improvements should focus and share lessons across the wider manufacturing network.

OUTCOME

Investigation reduced from days to minutes

By bringing the relevant production information and video together, teams reach the evidence surrounding a stoppage much sooner and avoid lengthy manual searches.

More production uptime

Faster diagnosis helps engineers decide what action is needed sooner, reducing delays before a line returns to production.

Better understanding of recurring issues

When similar stoppages happen more than once, teams can compare events more easily and identify repeated causes across machines and production lines.

Less time spent searching for information

Engineers spend less time gathering logs, reviewing separate systems and searching through long video recordings before they understand what happened.

Greater visibility across factories

Selected production information and event footage provide a more consistent view of stoppages across sites, making wider patterns easier to identify.

A practical approach to wider rollout

Because the same model supports different machines, production lines and factory layouts, the organisation has a clearer route for extending the approach across its manufacturing network.

Controlled access to information

Relevant event information is available centrally for investigation and analysis, while full video recordings remain within each factory.

15%

PwC reports that smart factory initiatives have delivered projected manufacturing throughput improvements of 10% to 15%, while reducing some machine failure analysis from hours to seconds⁽²⁾.

WANT TO KNOW MORE?



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1. <https://www.deloitte.com/us/en/insights/industry/manufacturing-industrial-products/2025-smart-manufacturing-survey.html>
2. <https://www.pwc.com/us/en/library/case-studies/roi-smart-factory.html>