

AT A GLANCE

Industry: Consumer Goods

Employees: 100,000+

Objectives:

- Increase production uptime
- Speed up stoppage investigations
- Improve visibility across production lines
- Reduce recurring production problems
- Support faster operational decisions
- Standardize the approach across plants

Technology used

- Azure IoT Edge
- Azure Blob Storage
- Power BI

REDUCING PRODUCTION DOWNTIME

HELPING PLANT TEAMS MOVE FROM A PRODUCTION STOP TO A CLEARER UNDERSTANDING OF THE CAUSE IN MINUTES.

BACKGROUND

A leading global consumer goods organization operates manufacturing facilities across more than 190 countries, producing everyday products used by billions. Keeping that network running reliably is essential to meeting demand, maintaining quality, and keeping delivery schedules on track, so even short interruptions can have a wider impact when they happen across multiple lines and plants.

When those stoppages happen repeatedly, the effects extend 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 connected manufacturing, the organization wanted to help plant 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. Machine logs showed what the equipment reported, physical inspections added more 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.

Engineers needed a clearer view of what happened at the point of failure, without complicating the investigation. By bringing the relevant evidence together sooner, teams could better understand the cause, determine the right action, and return the line to production faster.



SOLUTION

Nexer collaborated with the organization's production engineering, IT, and security teams to link production events to 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 searching across separate sources.

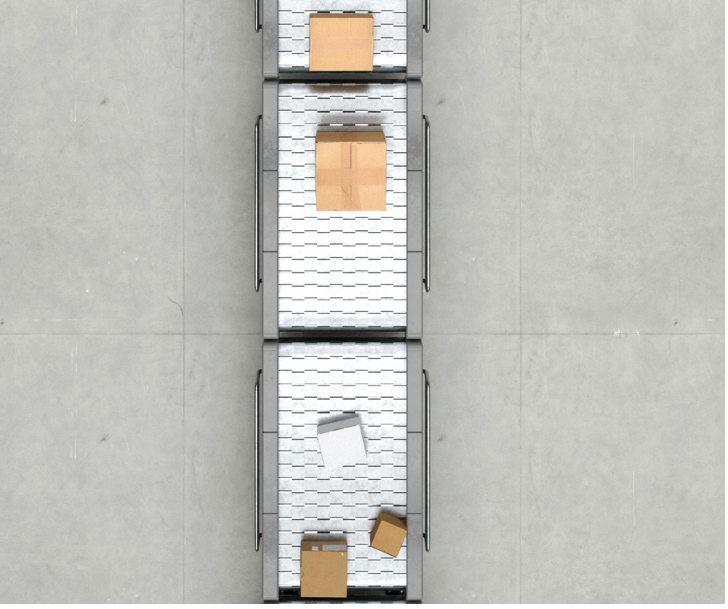
Since the evidence is already linked to the event, plant teams can spend less time piecing together what occurred afterward, allowing them to swiftly focus on determining the cause and selecting the appropriate action.

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

To make the solution practical for broader adoption, the teams developed it within the existing environment to comply with security requirements. The design also accounted for differences between plants, including machinery, production lines, camera arrangements, and layouts.

92%

92% of manufacturers surveyed by Deloitte believe smart manufacturing will be the main driver of competitiveness over the next three years[1].



OUTCOME

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

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

Broader deployment
Because the same model supports different machines, production lines, and plant layouts, the organization has a clearer route to extend the approach across its manufacturing network.

Secure access to information
Relevant event information is available centrally for investigation and analysis, while full video recordings remain within each plant

A STEP FORWARD IN PRODUCTION IMPROVEMENT

Plant 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 plants, helping them decide where to focus further improvements and share lessons across the wider manufacturing network.

20%

Deloitte's 2025 Smart Manufacturing Survey found that manufacturers reported an average 10% to 20% improvement in production output following smart manufacturing initiatives[2].

WANT TO KNOW MORE?

Contact us at:
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1. https://www.deloitte.com/us/en/about/press-room/deloitte-2025-smart-manufacturing-survey.html
2. https://www.deloitte.com/us/en/insights/industry/manufacturing-industrial-products/2025-smart-manufacturing-survey.html