



AT A GLANCE

Industry: Consumer Goods

Employees: 100,000+

Objectives:

- Increase production uptime
- Reduce investigation time
- Improve visibility across production lines
- Identify recurring production issues
- Strengthen operational decision-making
- Support rollout across global factories

Technology used

- Azure IoT Edge
- Azure Blob Storage
- Power BI

FINDING THE CAUSE OF PRODUCTION STOPPAGES IN MINUTES

HELPING A GLOBAL MANUFACTURER REDUCE INVESTIGATION TIME AND IMPROVE PRODUCTION UPTIME.

BACKGROUND

A leading global consumer goods organisation operates manufacturing sites in more than 190 countries and supplies everyday products to customers worldwide. Keeping production running reliably is essential to meeting demand, protecting product quality and maintaining delivery schedules, so even short interruptions can have a wider impact when repeated across multiple lines and sites.

When those stoppages happen frequently, 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 manufacturing visibility, 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 production line stopped unexpectedly, engineers often had to piece together the cause from several sources. Machine information provided one part of the picture, physical inspection added more detail, and video footage sometimes provided the visual context needed to explain what had happened.

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

Holisticon collaborated with the organisation's production engineering, IT, and security teams to link production events with 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, factory teams spend less time piecing together what occurred and can quickly shift their focus to identifying the cause and determining the necessary steps.

The joint team also considered how to store and share video. 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 make the solution practical for wider adoption, the teams developed it within the existing environment 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⁾.



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.

Faster return to production

Quicker diagnosis helps engineers decide what action is needed sooner, reducing the time before production resumes.

Better understanding of repeated problems

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

Less manual investigation

Engineers spend less time gathering information from separate sources, searching recordings and reconstructing what happened before reaching a useful explanation.

Greater operational visibility

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

A practical model for expansion

Because the same approach supports different machines, production environments and layouts, the organisation has a clearer route for wider deployment.

Secure access to relevant information

Central teams receive the evidence needed to support investigation and analysis, while complete recordings remain within each factory.

A STEP FORWARD IN PRODUCTION IMPROVEMENT

Factory teams now have a clearer and faster way to move from a production stoppage to an informed response. With the relevant evidence already connected, engineers spend less time gathering information and can focus sooner on resolving the underlying issue.

The value also grows as more events are reviewed this way. Over time, operations teams gain a clearer picture of recurring problems across machines, production lines, and sites, helping them decide where to focus improvement efforts and share lessons across the wider manufacturing network.

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>