

SAP BTP Solution: Intelligent Worker

Next-generation efficiency and safety

Function: Plant Maintenance Quality Management | Process: Supply Chain | Industry: Cross-Industry

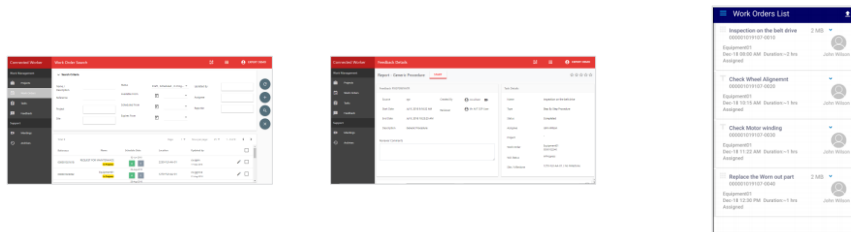
Application Overview

The increasing complexity of industrial and manufacturing equipment can make repairs highly complex activities. Searching for the proper repair instructions and other documentation can be a very time-consuming task and increases the time it takes to complete a repair.

Connected Worker is a digital solution that provides step-by-step guidance to plant workers during the execution of repair tasks. It does this through access to detailed instructions, procedures and documentation (texts, images, audio or video files) as well as providing real-time feedback through the capture of images and videos that enables experts to monitor task outcomes.

Solution

The Connected Worker application combines a centralized dashboard with a mobile application to link supervisors and technicians. A supervisor can identify and plan maintenance activities and send work orders directly to service technicians via their mobile device.



Business Value

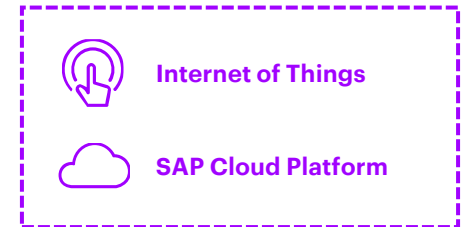
- Empowers workers and streamlines maintenance processes.
- Improves quality through better maintenance execution and tracking.
- Simplifies training with on-demand access to reference material and live coaching.
- Receives mobile updates of SAP work orders and tasks.

Features

- The application is developed on the Accenture Digital Distribution Solution (ADDS) for content management.
- Linked into SAP S/4HANA or ERP transactional systems via SAP BTP and SAP Cloud Platform.
- Integration with Internet of Things (IoT) sensors for asset and context recognition.
- Real-time audio/video support with over-the-shoulder (OTS) coaching functionality.
- Integration with SAP Plant Maintenance (PM) for work orders and task management.

Technologies in Use

- SAP Cloud Platform
- Accenture Digital Distribution Solution (ADDS)
- SAP BTP IoT Services
- SAP Plant Maintenance (PM)



[Click here](#) to watch the video.