HCL Plant WorkBlaze

An industry-focused joint solution by Digital Workplace Services and IoT WoRKS™
Since the beginning of industrial manufacturing, IT and OT have historically existed separately in silos. With the emergence of the Industrial Internet of Things (IIoT) and Industry 4.0, the manufacturing sector has recognized the benefits of IT/OT convergence such as increased performance, improved productivity, reduced costs and increased agility.

The manufacturing industry invests in key technologies that combine business insights with operational insights to make informed decisions in the organization. However, lack of industry standards and disparate development of IT and OT technologies has led to a gap that organizations need to bridge to enable digital transformation and move swiftly towards Industry 4.0.

HCL Plant WorkBlaze is an industry driven solution for IT-OT convergence which brings together the right people, processes and technology to create a seamless, secure and efficient Industrial environment. Plant WorkBlaze is an AI driven framework, which provides a unified view of organization wide operations helping customers with insights which can help make production systems agile to meet the market demand spikes, forecast sales, reduce downtimes and pre-emptive maintenance of production systems.

Key Enablers for successful IT-OT convergence

- **Skill Across Spectrum**: A single cross-skilled team to reduce dependency on multiple support touchpoints for different issues.
- **Automate**: Automated remediation mechanism enabling Pre-emptive maintenance of IT and OT systems.
- **Augmented Reality**: Enabling Agile SME teams to support issues globally leveraging AR solutions.
- **Security**: Centrally deployed security upgrades and patches for IT and OT equipment across the plant.
- **Platforms**: Unified platform providing a global view of critical IT & OT data for effective production, operations and reduced downtimes.
- **Service Management**: Uniform service management layer for centrally managing IT and OT ecosystems.
**Key Components**

**Persona-led profiling:** Persona-based approach helps to identify the right personas and ensure that end-users have the right resources at their disposal. Thus, creating a modern and personalized workplace that improves both business productivity and user satisfaction.

**Pre-emptive Maintenance:** Proactively resolve the issues, preventing breakdowns and downtimes in the production environment by leveraging the real-time and historical data to predict issues.

**Augmented Reality:** Automated on-site assistance using AR to support technicians seamlessly in ad-hoc maintenance activities, capture work instructions and training.

**Security:** Proactively monitor and report any issues with the device’s compliance posture to the right teams for timely resolution while ensuring the security of the entire ecosystem.

**Field Services:** Global network for Field Support services ensuring swift engagement of support engineers and quicker resolution.

**Unified Endpoint Management:** Unified management of all devices across the plant and the enterprise to provide a holistic and real-time view of operations.

**Business Benefits**

**Reduced Costs**
Efficiently pooled IT and OT systems and process standardizations help organizations save on operations costs.

**Higher Performance**
Increased output rates through predictive maintenance and optimized processes.

**Enhanced Productivity**
Digital industrial facilities help provide improved availability and operational flexibility.

**Greater Visibility**
Effective end-to-end governance and operations steering ensures transparent and traceable operations.

**Security**
Centrally managed security posture ensures that the entire IT-OT ecosystem is brought under a strict security management framework.

**Service Orchestration**
Well defined SLAs for IT and OT issue resolution, ensuring steady production planning and consistent service delivery by different vendors.
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