

Using Big Data to drive Improvement

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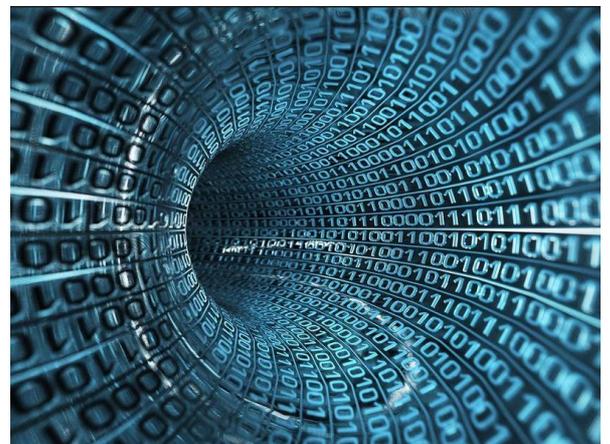
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OVERVIEW

It's often said that in most companies there is no shortage of data, however it usually is not the right data. How can a company with massive amounts of data, use that data to improve the way it operates, increasing throughput and reducing costs.

THE CONTEXT AND CHALLENGE

The global multinational collected massive volumes of data collected through enterprise computing systems like SAP and second by second data collected from fleet management data and operating plants. The company was going through a restructuring which resulted in large headcount reductions and business reorganization. The challenge was to use existing 'event' (HES, Safety, Environmental, Maintenance events) data in a meaningful way and simplify the process of extracting and transforming the data, reducing risks to the business



FINDINGS

It was determined the 'defect identification System' would use readily available data from the global SAP enterprise system. Workshops were held to determine the required system outputs and User Experiences. Data/solution architectures were developed to create the required data tables on Amazon Web Services. Spotfire dashboards were developed that hooked into the appropriate data tables and displayed appropriate graphical outputs.

THE SOLUTION

The data architectures were implemented and dashboards created. The standardized dashboards also utilized Natural Language Processing (NLP) to search and identify key words contained in free text fields, allowing analysts to quickly identify root causes for problem areas in the business. In all nine hypothesis of problems were identified and each one was accompanied by a dashboard. Each dashboard would drill down from high level problem to detailed problem information in a structured and methodical manner with the ability to drill down into work orders and SAP data.

THE RESULTS

System developed and implemented in only 12 weeks on budget to plan. In fact the system was so successful it was extended to help with strategy optimisation analysis.