Digitalisation of Services

Pioneering a new generation of digital technology to boost efficiency for our customers
Henrik Widestadh
Manager Digital Solutions,
Digitalisation of Services,
Tetra Pak Services

Lead Digital Solutions team and operations of the Quality & Performance Management Centre in Tetra Pak Services:

► Digital pipeline across Tetra Pak Services securing profitable and sustainable growth
► Providing a scalable and efficient service in the monitoring centre supporting digital services
► 15 years in Tetra Pak
► Master of Science in Engineering, Lund University
Tetra Pak in brief

- Net sales: €11.4 billion
- >100,000 physical assets installed
- 24,100 employees
- 1952 Founded
- 1961 First Aseptic package
- >5000 Manufacturing plants
- >175 Market presence
- >188 Billion Packages
- Served globally
OUR VISION

We commit to making food safe and available, everywhere
Demands are increasing…
Global trends impacting liquid food manufacturing

- Securing high product quality and food safety
- Improving environmental performance
- Reducing operational cost
When you want more than status quo

Our services help you optimise your strengths. And address your challenges.

We help you make improvements throughout your operations, so you can avoid issues before they arise, extend your equipment lifetime and stay ahead of competition.
Why Tetra Pak® Services
The experience, innovation and flexibility you want

Experts in food manufacturing

>60 years in food manufacturing

Connected services for the future

>5,000 connected lines

Tailored solutions

Wide portfolio

cover every aspect of your food production
Boosting your productivity through our expertise

- Up to 50% Fewer product defects
- Up to 30% Improvement in line performance stability
- €40,000 Average savings per line a year

- Secure food safety and quality
- Improve delivery reliability
- Increase profitability
The path of **human progress**

First industrial revolution
Steam, water, mechanical production

Second industrial revolution
Division of labour, electricity, mass production

Third industrial revolution
Electronics, IT, automated production

Fourth industrial revolution
IoT, Data Analytics, mobile devices, artificial intelligence, machine learning, robotics, genomics
Industry 4.0 and Tetra Pak Services

Deliver value and reduce risks through digitalisation…

Connected Workforce  Advanced Analytics  Connected Solutions
Our services help you boost efficiency

Predict and prevent failures that lead to downtime

Minimise downtime with fast issue resolution
Predictive Maintenance – how does it work?
Alerts and Insights based on real-time data
Why Tetra Pak?
Unique insights at every step

Knowledge of critical functions
We’ve identified the most critical functions in your equipment. Sensors monitor these functions and send real-time data to our Quality & Performance Management Centre via secure cloud connections.

Expert analysis and alerts
Specialists at our Quality & Performance Management Centre analyse data and provide operational insights and alerts to the local Tetra Pak staff.

Skilled staff executing the event
Skilled service engineers plan and execute a preventive maintenance event based on the insights provided by the Quality & Performance Management Centre.
Predictive Maintenance at work

Example

Prevented: up to 48 hours of downtime!
…but don’t just take our word for it

Dairy producer in South America

€120K
Customer savings per line
Running hours/year: 4 500 h
Duration: 9 months
Downtime avoided: 144 h
Example of failure:
worn-out shaft due to broken lubrication pipe

Dairy producer in North America

€30K
Customer savings per line
Running hours/year: 3 000 h
Duration: 6 months
Downtime avoided: 48 h
Example of failure:
worn-out belt and bearings

Dairy producer in Southern Europe

€25K
Customer savings per line
Running hours/year: 2 200 h
Duration: 7 months
Downtime avoided: 59 h
Example of failure:
worn bearing in peroxide pump
Our services help you boost efficiency

Predict and prevent failures that lead to downtime

Minimise downtime with fast issue resolution
Alberto Guadarrama is Technical Support Specialist in Cluster North Central & South America.

He shares his customer experience with HoloLens.
Summary

✓ Demands are increasing on food manufacturing

✓ Digitalisation is disruptive and is creating huge opportunities for us all

✓ Tetra Pak is investing in Digitalisation to make food safe and available, everywhere
Would you like to find out more?
Let’s talk!

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BOOSTING YOUR PRODUCTIVITY THROUGH OUR EXPERTISE

Tetra Pak® Services combines unique industry knowledge with cutting edge innovations to optimise performance, decrease costs and improve quality. So you can deliver in full and on time. Every time.
Additional
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Predictive Maintenance at work
Example

Key data from a Tetra Pak® A3/Flex line
Predictive Maintenance at work

Example

Data from the Outfeed area, with the Servo Motor
Servo Motor is reaching the end of its life, thanks to algorithms developed from data and our domain knowledge we can see this
Predictive Maintenance at work
Example

Plan replacement of Servo Motor