

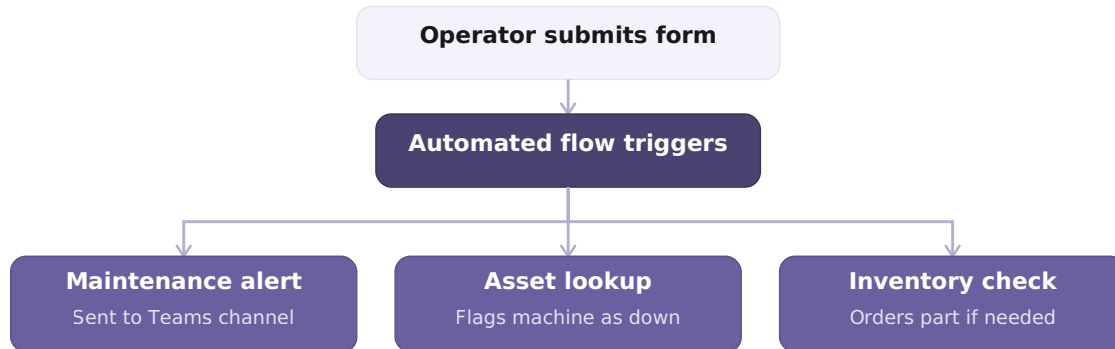
Turning a Broken Machine Into a Self-Routing Ticket

THE CHALLENGE

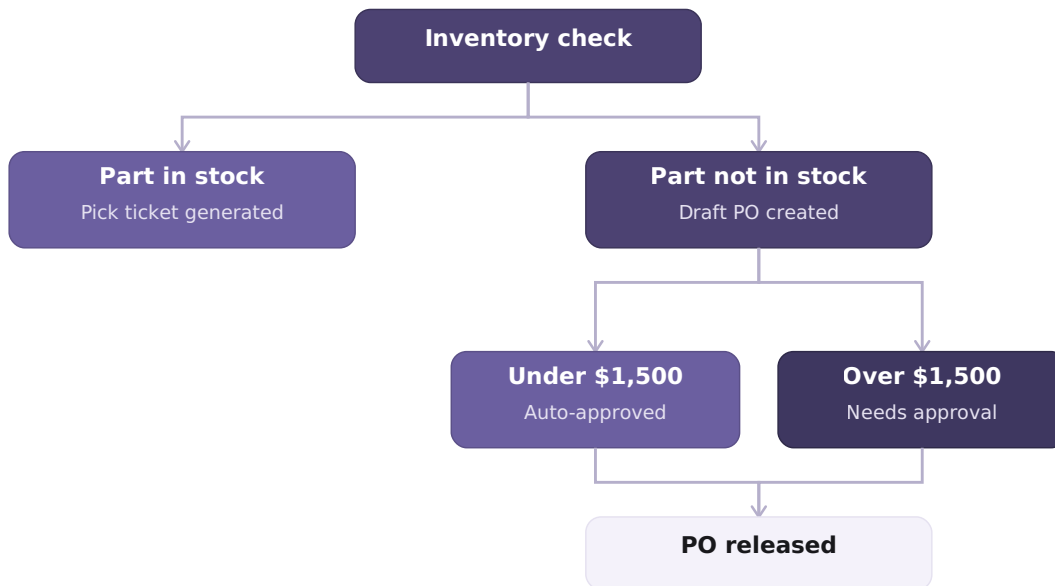
On a manufacturing floor, every minute a critical machine sits broken destroys margin. A manual process, clipboards, phone calls, emails, is too slow to catch that bleeding before it adds up.

OUR APPROACH

We replaced the paper trail with a three-button mobile form. An operator taps the machine ID, selects the issue type, photographs the fault, and submits. From there, a single automated flow branches three ways at once.



If the part isn't in stock, the system drafts a purchase request automatically. Below a set cost threshold, it approves and submits the order itself. Above that threshold, it escalates to the plant manager with downtime cost shown next to part cost, approvable from a phone notification.



THE RESULT

What used to depend on someone finding the right person to call became a self-routing system, alerting the right team, protecting the schedule, and purchasing its own replacement parts within budget.