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Marketing Manager

Dear readers,

In this newsletter, we elaborated on our membership with Open-SCS Working Group, shared ARC OEE Adapter and discussed the recent event we participated in. We also highlighted our Service Level Agreement (SLA).

As you are aware, there are many changes occurring in our industry right now, and we are more than delighted to share them with you.

If you have any comments or input, please feel free to contact me.

Sincerely,

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OPEN-SCS

advanco is a founding member of the *Open Serialization Communication Standard (OPEN-SCS) Group*, which was founded in 2014. *advanco* is a steering board member that lead the way in defining, publishing and maintenance of the *OPC UA* based standard and for the integration of serialization solutions.

"We are firm believers in open interfaces and interoperability. . .

The only way to have an agile supply chain in the future is to be very open and use plug-and-play." said Alf Goebel, CEO of

"Allow functional interoperability of serialization-

solutions in order to seamlessly integrate the operations and business processes across

organizations and regulatory bodies, aligning with other industry groups and standards

whenever appropriate" is the formal mission statement of *Open-SCS* - and *advanco* has

consistently been advancing with this direction.



Benefits for the pharma companies:

Increase agility in:

- Integration of different technology suppliers
- Predictable data exchange with CMOs
- Integration of the serialization platforms in case of mergers/acquisitions

Saving time and money in:

- Best breed of solutions for each level
- Faster and predictable deployment
- Validation and documentation
- Long term maintenance of the platform

Open-SCS Working Group Goals

- Define and simplify the base roles of each actor in the data flow supply chain.
- Define the communication protocols used for each connection point.
- Enable greater flexibility of the serialization architecture available to the industry.
- Substantially reduce integration cost and delays of products from different vendors.

You can learn more by clicking the link <https://www.open-scs.org/> or <https://opcfoundation.org/>

Product News and Development

advanco is partnering with *Supply Chain Wizard* to deliver shop-floor-insight at an unprecedented level of detail, leveraging data to deliver business impact through process reengineering. Overall Equipment Effectiveness (OEE) is at the heart of operational process improvement. It is closely linked to labor costs, production scheduling and capacity management. Already low OEE levels may drop even further due to installation of serialization & aggregation equipment, requiring proactive management.

"Our OEE Tracker is the logical next step to upgrade from traditional efficiency monitoring methods to digitized operations with live visibility. Capturing years of pharma manufacturing expertise, OEE Tracker provides pharma companies to start their digital transformation journey with concrete positive outcomes. From large organizations to small manufacturing sites, OEE Tracker offers an affordable Digital Factory solution for all organizations. Best is: with its IoT technology and high configurable interfaces, customers can start measuring and improving OEE within a single day." said Aytac Atac, Vice President of Supply Chain Wizard



ARC OEE Adapter is a cost-effective means of measuring and improving line efficiency by uncovering line-specific best practices. The solution combines ARC OEE Adapter and OEE Tracker from *Supply Chain Wizard* and understands your baseline line efficiency before and after serialization and establish a performance driven culture in packaging operations.

What do you get?



Cloud-based solution plus OEE adapter:
Low cost, highly scalable & no infrastructure to maintain



IoT technology:
IoT enabled wireless sensors & non-intrusive installation with



Advanced analytics:
Ability to scale capabilities, e.g. planning, predictive maintenance & performance benchmarks



Quick setup & Risk-free:
1-day implementation of ARC OEE Adapter, 60-day "free" trial with full support to ensure all client requirements are met

For more information on how we can address your needs, please contact us and *Supply Chain Wizard*.

Event



We had a webinar entitled **Why is now the time for L3?** which was held on November 4, 2020. As speakers *Alf Goebel, CEO of advanco*, *Chris Howell, Packaging Engineer Director of Thermo Fisher Solution* and *Greg Cathcart, CEO of Excellis Health Solutions* discussed the benefits of L3. It was great to see so many interested people, and receive so many great questions for the Q&A.

[Click here to access the full webinar](#)

Support and Maintenance

Support contracting is a crucial part of avanco's implementation process. We commit to response to support requests within defined SLA timing options through support agreements. *An SLA (Service Level Agreement) specifies the commitment that are agreed levels of service considering first response time between the service provider and customers.*



In this way our customers will benefit by;

- Getting a fixed price for hourly support rates for the entire year
- Transferring risks and ensuring experienced subject matter experts taking care of any cases
- Getting prioritized service and reports with a single interaction with avanco Service Desk

It is a well-known fact by our customers that approximately 95% of the issues that occur during daily operations can be solved by remote assistance. This emphasizes the importance of a fast response time when a support request is received.

3 different SLA timing options are possible in support agreements:

SLA-1	4 hrs first response time	SLA-2	12 hrs first response time	SLA-3	36 hrs first response time
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With SLA options, our customers also benefit from the quality of service they receive, automatically prioritized requests and support reports which will not only make payment and budgeting easier, but also obtain statistics and root cause analyzes that will help them identify the areas for future improvement.

If you want more details about our offerings and hear about customer references, please get in touch with our avanco team. We look forward to hearing from you and configure a customized proposal for your needs.

Send feedback 

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