



# **AUTOMOTIVE PLAYBOOK FOR PARTNERS: HOW TO TURN UNMET CLIENT NEEDS INTO RECURRING SERVICES**

**Delivered under your brand. Built for recurring services.**

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**Use a current view of plant systems, production workflows, and dependencies, paired with real-time insight into issues and impact, to help automotive clients reduce downtime, restore throughput faster, and avoid costly disruptions.**

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# What's changing in automotive production

Modern automotive production depends on systems working together—not just machines.

Production now relies on:

- Robots, PLCs, and control systems
- MES and plant applications
- IT networks and cloud services
- Supplier systems and external connections

Everything is connected.

That makes it harder to answer:

- Where is the problem when the line slows?
- What systems are involved?
- What depends on what?

And when something goes wrong, the hardest part is not fixing it.

It is figuring out where to start.

Teams often lose the first 30 to 60 minutes determining where the problem is, not fixing it.

That delay is where most of the cost comes from.

## What “assets” means in this playbook

In this context, assets include the systems and services that keep production running, including:

- Robots, PLCs, and factory equipment
- MES and production applications
- Plant networks and infrastructure
- Supplier systems and external integrations

# What automotive clients expect now

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Automotive leaders are under pressure to:

- Maintain throughput
- Reduce downtime
- Ship software safely
- Manage supplier dependencies
- Support connected vehicle services

They expect partners to help answer:

- Where is the issue when production slows?
- What is affected right now?
- What should we fix first?
- What will this change impact?
- How do we avoid breaking production?

The partner who can answer these becomes part of ongoing operations—not just incident support.

## White-labeled for your practice

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Your clients log into your portal, see your brand, and rely on your reporting. That lets you launch quickly and build a service they associate with your team—not another vendor.

# Where partners get pulled in

Client situation	What the client asks	What is really going on
Production slowdown	"Where is the problem?"	Dependencies unclear
War room escalation	"Who owns this?"	No shared view
System dashboards all green	"Why is throughput dropping?"	Issue is between systems
Software update rollout	"Is it safe to release?"	Impact not understood
Supplier integration issue	"What changed?"	External dependency unclear
Plant outage	"What failed?"	Root cause unclear
Quality or sequencing issue	"What is affected?"	Workflow dependencies unknown

## Why this is hard

- Systems operate across IT, OT, and suppliers
- Dependencies are not visible
- Teams use different tools

Many failures happen in the connections between systems, not inside a single system

These are the moments where partners step in—and where services can be built.

# How partners can help — and why WanAware changes what they can do

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Partners already help with:

- Outages
- Production issues
- System integration
- Change management

But today, answers are pieced together from:

- Dashboards
- Logs
- Spreadsheets
- Tribal knowledge

## What WanAware changes

WanAware continuously discovers systems and maps how they connect.

Because observability is built on that real-time dependency map, you can:

- Identify where the breakdown actually is
- Understand what is affected
- See what depends on what
- Prioritize based on production impact

This turns war room debates into clear next steps.

See how this works in practice:

- Learn more about [Asset Inventory](#)
- Learn more about [Actionable Observability](#)

When the client needs help with...	How it's done today	How WanAware changes it
Root cause analysis	War room debate	Clear fault identification
Impact assessment	Guessing	Blast radius visibility
Incident response	Manual coordination	Faster triage
Production issues	Trial and error	Dependency-based diagnosis
Change management	Risky rollout	Predictable impact
Cost review	Manual audits	Continuous visibility
Supplier issues	Escalations	Clear dependency mapping

## Services

**Production System Inventory Service**

A current view of plant systems and workflows.

A shared source of truth.

**Incident & Impact Review**

Understand where the issue is and what is affected.

Faster recovery.

**Throughput & Performance Review**

Identify bottlenecks and breakdown points.

Improved output.

**Change Impact Review**

Understand what will break before release.

Safer deployments.

**Supplier Dependency Visibility**

Understand external dependencies.

Reduced disruption risk.

**Availability & Risk Review**

Identify production risk across systems.

Improved resilience.

# Where this service applies in real automotive environments



Production slows while dashboards show “green”.

Issue exists between systems.

Read more: [Your dashboards are green, but users can’t use your service](#)



The problem shows up in one place but starts in another.

Teams spend time chasing symptoms.

Read more: [Root Cause: Why It’s Hard to Find Where Issues Start](#)



A software update causes unexpected disruption.

Impact was not understood.



Supplier or external system causes slowdown.

Dependency not visible.

Read more: [Why outages often start outside your systems](#)

These are the moments where partners can step in with repeatable services—not just one-time fixes.

# When to bring this to an automotive client

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This service is easiest to introduce when the client is already feeling the impact of limited visibility.

That often happens when:

- Production slows without clear cause
- War rooms take too long to diagnose
- Software updates create risk
- Supplier dependencies create issues
- Teams operate without shared context

You can also start with questions like:

- How long does it take to find the root cause?
- Do teams agree on where the issue is?
- Can you see what is affected immediately?
- Do you know what a change will impact?
- Can you trace dependencies across systems?

# How to package this as a recurring service

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## Month 1 — Establish the baseline

- Build system inventory
- Map dependencies
- Identify risks

## Monthly — Keep it current

- Track changes
- Review incidents
- Maintain visibility

## Quarterly — Support decisions

- Plan changes
- Optimize performance
- Reduce risk

## What this helps partners deliver

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- Faster incident resolution
- Reduced downtime
- Improved throughput
- Safer software releases
- Better coordination across teams
- Reduced production risk

## Why this makes you harder to replace

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- You provide the shared operational view
- You reduce uncertainty during incidents
- You help protect production outcomes

Delivered through your experience, this value stays with you.

## How to start with an existing automotive client

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Start with one client dealing with:

- Production slowdowns
- Unclear root cause
- Software release risk
- Supplier complexity

Then:

- Focus on one workflow
- Build visibility
- Solve one problem
- Expand into recurring services

# Start building your automotive services practice

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