

Building an Enterprise Asset Management Solution for a Global Food Production Leader



The Challenge:

A global food producer needed a scalable solution to extract and contextualize information from recently deployed FactoryTalk AssetCentre systems and provide enterprise-wide visibility into thousands of automation assets.

The Solution:

Leveraging our unique relationship with Rockwell Automation, Convergix developed an Enterprise Asset Management System using FactoryTalk DataMosaix. This new solution aggregates and contextualizes AssetCentre data and delivers enterprise-level reporting. Our team is also helping drive adoption of this new solution through proactive change management practices.



Operating dozens of protein-processing facilities across North America, one global food production leader recently had a clear goal: improve enterprise-wide reliability and asset lifecycle management. After taking a first step towards this goal by making an initial investment in Rockwell FactoryTalk AssetCentre, which Convergix helped deploy across thirty-eight facilities, the company determined it also needed a centralized, flexible solution to aggregate and analyze the AssetCentre data at the enterprise level.

As a result of our successful deployment of FactoryTalk AssetCentre and our proven track record successfully managing a variety of robotics projects for this company, we were awarded a contract to develop this new enterprise asset inventory management solution.

Addressing Gaps with the Existing Asset Management System

In general, asset management is a major problem for any manufacturer with a large volume of PLCs and automation devices in use as managing configurations, program changes, and tracking lifecycles is not an easy task. With many manufacturers automating more and losing experienced personnel through attrition and retirement, this problem continues to escalate. While this customer had explored other technologies as an enterprise solution, they were lacking the robust obsolescence management, flexible reporting, and scalability they wanted.

Overcoming Project Challenges

Like many automation projects, this engagement required us to navigate both technical and organizational complexity. Two primary challenges that shaped this project included:

Challenge 1:

Extracting and contextualizing information from existing FactoryTalk AssetCentre systems

Challenge 2:

Creating stakeholder alignment on the actual deliverable.

Addressing Challenge 1:

Leveraging Our Unique Relationship with Rockwell Automation

Since deep technical knowledge was required to identify the mass data schemas existing in the FactoryTalk AssetCentre databases, we leaned on our deep partnership with Rockwell Automation to co-develop the new asset management software in FactoryTalk DataMosaix. To help us contextualize the data and translate the required information into a usable format, Rockwell Automation provided dedicated software engineers to work alongside our team, something that was only possible because of our long-standing partnership with Rockwell.

Addressing Challenge 2:

A Collaborative Approach to Gaining Alignment

As the project progressed and initial concepts were presented to the customer, we immediately identified misalignment on the actual deliverable between technical teams and management. To foster internal alignment and develop a shared vision for the project, we hosted multiple workshop sessions where we explored a variety of options and developed a strategy that worked for all stakeholders.

With stakeholders from each area of the business involved in these workshops, we were able to develop a final design that struck a balance between detail and usability: still data-rich for engineers, but also real-time and intuitive for managers overseeing multiple sites.



Key features of the new Enterprise Asset Management System

Built within the DataMosaix platform, the new solution delivers visibility across the enterprise and equips teams with the insights needed to prioritize upgrades, reduce obsolescence risk, and optimize operations. We accomplished this by providing:

- **Enterprise-wide visibility** – Users can view and compare asset information across the enterprise, segments, plants, and even processes within plants.
- **Lifecycle tracking** – Vendor data integration allows proactive planning for replacements and upgrades.
- **Custom reporting** – Flexible reporting capabilities provide targeted insights for both technical teams and management.

A Convergix Differentiator: Proactive Change Management

Another unique quality our team brought to this project was our change management process that is focused on ensuring plant-level adoption through hands-on training, follow-up support, and early operator involvement. Through this process, we provided operators the confidence needed to use the new system effectively while also ensuring long-term value from the investment. This approach involved:

- Gathering operator input throughout the design process, not just at the end of the project.
- Delivering in-person, hands-on training in addition to detailed manuals
- Planning to return to the site for three months post-rollout to review what is working, what is not working, answer new questions, and make adjustments.

Moving Towards Deployment and Future Plans

While this new Enterprise Asset Management System (EAMS) is currently in final validation, early customer feedback has been highly positive. We are also already in discussions about the next application of this technology: using DataMosaix to improve energy efficiency in evaporators across the enterprise.

“This project illustrated how Convergix can blend technical expertise, collaborative design, and change management to deliver scalable solutions for large, complex organizations like ours. By leveraging their strong partnership with Rockwell Automation, Convergix developed a solution that not only meets immediate asset management needs but also lays the foundation for ongoing operational improvements.” – Project Manager