PLANTFORMANCE CASE STUDY · MANAGED IGNITION

15-minute acknowledgment for critical plant incidents, 24/7

Plantformance · Cross-industry

Plantformance runs a 24/7 emergency workflow that combines FactoryBrain critical alarms and P1/P2 client tickets with on-call phone and SMS escalation, under a strict 15-minute acknowledgment SLA.

15 min
acknowledgment SLA for P1/P2 issues

24/7/365
on-call engineer coverage

THE PROBLEM

A 24/7 manufacturing plant does not stop at night, on weekends or on holidays, and neither do its problems. When a critical production incident or a gateway alarm hits outside office hours, a delay of several hours can turn a small alarm into an extended stoppage. Plants need someone qualified looking at the issue within minutes, at any hour, whether the alert comes from monitoring or from their own team.

HOW WE DID IT

Plantformance set up a 24/7 emergency response workflow with two entry points. Automated FactoryBrain critical alarms trigger it directly, and clients can raise P1/P2 tickets themselves. Either way, the on-call engineer is escalated to immediately by SMS and phone. A strict 15-minute acknowledgment SLA applies, day and night, including weekends and holidays. The engineer acknowledges the issue and starts investigating straight away, instead of the ticket waiting in a queue for the next business day.

BEFORE

Traditional IT/OT support relied on slow ticket queues and business-hours escalation, which left factories exposed during critical P1/P2 emergencies.

AFTER

Whether triggered by monitoring or by a client ticket in the middle of the night, an on-call Plantformance engineer acknowledges and starts investigating critical P1/P2 issues within 15 minutes, 24/7/365.

RESULTS

- Guaranteed 15-minute acknowledgment SLA for critical P1/P2 issues
- Coverage 24/7/365, including nights, weekends and holidays
- Automated FactoryBrain alarms escalate straight to the on-call engineer
- Minor alarms stopped before they become extended factory stoppages

Plantformance products and services: FactoryBrain

PLANT FORMANCE

NEXT STEP

Planning a project like this?

Talk to an Ignition engineer about your sites, timeline and architecture. We will tell you honestly what it takes.

Contact Plantformance

Read this case online and see more Ignition projects: plantformance.com/case-studies/critical-plant-incident-response-24-7 · all case studies

Plantformance is an Inductive Automation Alliance Partner that helps enterprises deploy, secure, and scale Ignition across sites through plug-and-play modules, turnkey zero-maintenance HMI hardware, and 24/7 managed infrastructure.

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