PLANTFORMANCE CASE STUDY · MANAGED IGNITION

Failed server replaced in 3 days during a global hardware shortage

Saint-Gobain Life Sciences · Cross-industry

When an out-of-warranty server node failed at a Saint-Gobain Life Sciences site, Plantformance shipped a pre-stocked FactoryBrain node in 18h and completed the full replacement in 3 days, against 1 to 6 month market lead times.

3 days
failure ticket to on-site installation

18 h
incident to shipment

THE PROBLEM

An out-of-warranty industrial server node failed at a Saint-Gobain Life Sciences site. The timing was bad. A severe global shortage of NVMe/SSD drives and enterprise server hardware was underway, and standard OEM replacement lead times usually ran from 1 to 6 months. Waiting that long would leave the site running without its server for months, with prices inflated by the same shortage.

HOW WE DID IT

Plantformance keeps critical FactoryBrain replacement nodes pre-stocked on the shelf for exactly this case. The team ran the whole response end to end: opening the ticket, investigating the root cause, issuing the quote, processing the order, provisioning and testing the node, shipping it and installing it on site. Because the hardware was already in stock, nothing waited on the market. The time from incident to shipment was 18h.

BEFORE

Without dedicated local stock, replacing an out-of-warranty server meant waiting 1 to 6 months for procurement and paying inflated market prices, with prolonged operational exposure.

AFTER

The client received a fully provisioned, tested replacement node installed on site, without waiting months for market supply.

RESULTS

- Full replacement lifecycle completed in 3 days, from failure ticket to on-site installation
- Incident to shipment in 18h
- Avoided the 1 to 6 month standard market lead time

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

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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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