How a lean team of ~10 engineers runs 200+ Ignition servers worldwide

Plantformance · Cross-industry

Plantformance built a standardized FactoryBrain architecture, proactive monitoring and in-house automation so a compact engineering team can build, provision, develop and support more than 200 production Ignition servers end to end.

200+
production Ignition servers supported worldwide

~10
engineers running the full fleet

THE PROBLEM

Running industrial Ignition servers at scale is more than keeping software up. Someone has to build the hardware, provision it, look after the infrastructure, develop the applications and answer support tickets. In many enterprise setups each of those jobs sits with a different team. That model needs a large headcount, and every handoff between teams slows down how fast a ticket gets an answer. Plantformance wanted to operate and support more than 200 servers worldwide without that overhead and without slow escalations.

HOW WE DID IT

Plantformance combined four things. First, a standardized FactoryBrain architecture, so every server is built and configured the same way. Second, proactive monitoring that surfaces issues before users report them. Third, an orchestrator to manage the fleet from one place. Fourth, custom automation tools written by the team for repetitive work. Together they let one lean, multi-disciplinary team own the full chain: manufacturing, provisioning, application development and support. The same engineers who build and deploy a server also answer its tickets, so there are no handoffs between departments.

BEFORE

In traditional enterprise setups, large dedicated teams of 70+ engineers are often needed to manage just a handful of Ignition servers, which creates high overhead and slow support escalations.

AFTER

Support tickets across 200+ production servers are triaged and resolved quickly by a compact, high-ownership engineering team, without bureaucratic handoffs.

RESULTS

- A team of ~10 engineers in Europe manages 200+ servers worldwide
- High ticket volumes are resolved quickly with a fast time-to-answer (TTA)
- One team covers manufacturing, provisioning, application development and support end to end
- Standardized architecture and automation replace the large headcount typical setups need

Plantformance products and services: FactoryBrain, Professional Services

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/lean-team-managed-ignition-operations · all case studies

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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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