



**ENTRUST**



# Global financial services provider gains analytic insights, efficiency improvements, and more

## Challenge

Our customer wanted to track, report, and help plan for a more efficient facility. They needed clearer insight and root cause diagnostics into what was causing production inefficiencies. In addition, they needed a solution that helps them stay in complete control of their issuance production.

## Solution

The capabilities and expert services included in our Production Analytics Solution provides ongoing insight necessary to solve analytical and operational challenges at the client site and improves their ongoing tracking processes. By maintaining a historical database, the Production Analytics Solution allows for trend analysis to enable and monitor progress over time as changes in their operation are implemented.

## CUSTOMER PROFILE

Global provider of financial services including credit card issuance and fulfillment, ATM services, branch banking software, instant issuance, and more. Serves over 2,000 customers and produces 100M+ cards per year.

## Objectives

- Improve efficiency and gain production control
- Meet production goals in less time
- Gather data to support improvement plans
- Gain insight into their perfect machine configuration

## Technology

- Adaptive Issuance™ Production Analytics Solution
- Datacard® MX6100, MX6000, and MX8100 Card Issuance Systems



# Production Analytics Solution

« We are excited to dive deeper into the Production Analytics Solution as the year progresses. The dashboards are very impressive and eye-catching, and display a great deal of information in a readable form. Using the tool, we have identified a “quick” save by attacking reject rates. If we reduce our reject rate by 15% we can save over \$100K annually. »

Senior Card Production Engineer

## Results

Entrust engagements resulted in an actionable insight to their operational efficiency that complement the customer's efforts toward efficiency gains. This actionable insight, in addition to real-time production dashboards, provides a clear path for the customer that will lead to improved throughput, exceeded production goals, and ongoing cost savings.

It was determined that the customer's biggest Overall Equipment Effectiveness (OEE) impact areas were machine utilization (Availability) and the number of reject cards (Quality). These areas for improvement were analyzed and the client was provided a recommendation plan with anticipated improvements based on their unique site.

### Sample correction plans:

- **Improve reject rate:** Significant percentage of rejects are traced to limited number of error codes. A list of root cause possibilities has been provided. Investigate, address, and resolve root cause and view Production Analytics dashboards to see impact of improvements.
- **Understand operator behavior:** Enable idle time tracking on all machines to

have a complete picture of operator activities between runs and during pause time. This view helps enable continuous improvements and initiate best practices.

- **Increase performance:** Analysis indicates that 19% of jobs are pooled. Review options internally or consult Entrust and pursue to pool 5% additional jobs – this will provide 483 hours of available machine time.

As the client acts on their custom action plan, the Production Analytics Solution will continue to update dashboards and provide benchmarks for key parameters based on real-time operational feedback. These benchmarks will allow the client to see the impact of improvements implemented based on Entrust recommendations and other internal initiatives.

These benchmarks, in conjunction with ongoing recommendations provided from Entrust and data provided via dashboards to help customers identify improvement opportunities, will aid the client as they pursue continuous improvement.

The client is well on their way to securing the full production process visibility they need to achieve cost savings and increase revenue.



# Production Analytics Solution

## THE TRANSFORMATION

Prior to the Production Analytics Solution being installed, Entrust experts interviewed the customer to understand their current processes, expectations, and perceived trouble areas. The Production Analytics Solution was then installed and the facility's efficiency was identified based on an OEE manufacturing productivity standard. Reviewing their OEE allowed the client to see their facility productivity and benchmark it with this standardized method of measurement. Access to the recommendation plan provides a clear path on how to move forward. Thanks to the added benefit of consulting time, the customer can move forward confidently and reach out to Entrust for further consulting as needed.

## MEASURES OF SUCCESS

Entrust's in-depth data gathering and analysis highlighted key areas of improvement and provided insight into actionable opportunities for growth and improved success.

As this client continues to use the Production Analytics Solution, they will set future goals to identify and reduce downtime and idle time, identify patterns and trends over a period of time, analyze EMV/chip rejects/rates, compare machines, and understand what drives throughput differences.

## ABOUT ENTRUST CORPORATION

Entrust keeps the world moving safely by enabling trusted identities, payments, and data protection. Today more than ever, people demand seamless, secure experiences, whether they're crossing borders, making a purchase, accessing e-government services, or logging into corporate networks. Entrust offers an unmatched breadth of digital security and credential issuance solutions at the very heart of all these interactions. With more than 2,500 colleagues, a network of global partners, and customers in over 150 countries, it's no wonder the world's most entrusted organizations trust us.



Learn more at  
[entrust.com](https://www.entrust.com)



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