

PIRAMAL GLASS NEWSLETTER

Digital Transformation

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WELCOME



With the rapidly changing external environment as a result of emerging technologies, ubiquitous devices

and millennials joining the workforce, many industries are getting disrupted.

While the manufacturing industry has traditionally been slow in adopting new technologies, at Piramal Glass, we are quickly embracing this new paradigm and pioneering Digital Transformation in the Glass industry.

Today, we are strongly focusing on executing our Digital strategy to transform every aspect of our business including people, processes, supply chain and customer-service to become a more agile organization.

To do this, we have setup a dedicated Digital team and made substantial investments in digital technologies and tools. We would like to share some of these initiatives through this newsletter.

Vijay Shah,
Director, Piramal Glass Pvt Ltd

Making Piramal Glass future-ready

We have embarked on a Digital Transformation journey where we are leveraging emerging technologies such as Internet-of-Things (IoT), Augmented Reality, Analytics, Cloud and Artificial Intelligence to transform our operations and enhance our customer experience. By pioneering Industry 4.0 (Smart Manufacturing) best practices, we aim to make our production process faster, more efficient and elevate mass customization to new levels.

As part of our data-driven approach and overall Digital strategy, we have successfully implemented multiple digital initiatives, including a real-time plant monitoring system to improve production efficiency, a voice recognition and video analytics system to enhance productivity, and a real-time transportation tracking system to enable supply-chain visibility.

Through inter-connected systems, we are capturing real-time data from various operational activities and then analyzing this data to provide relevant intelligence and insights for business to make informed and quick decisions. Data is the new oil, and by tapping it effectively, we can effectively transform our business and serve our customers better.

Innovation Program - 16000+ ideas generated in 1 year



In order to encourage innovation across the organization, we have rolled out an enterprise-wide innovation platform that enables crowd-sourcing of ideas from our employees and partners. We have gamified the complete end-to-end process, from idea generation to implementation. Social media features allow employees to not only submit ideas but also “Like” or comment on others’ ideas. Our well-designed rewards program identifies the top ideas and recognizes those employees who provide innovative ideas to achieve transformative business benefits. This has enabled us to foster a culture of innovation and has resulted in substantial business value across the organization.

Figure: InnoHub, Idea sharing platform



Figure: Real-time view of production and quality

Smart Manufacturing

We have implemented a *Digital Platform for Smart Manufacturing* across our global locations, to increase efficiency, improve quality, and reduce energy consumption. This is a cloud-based, IoT-enabled platform for real-time monitoring of the following areas,

- **Production** – Use of sensors with our integrated production lines for real-time monitoring of production efficiency, correlation of operational parameters, quality checks, and process control.
- **Energy** – Use of high-end meters and sensors to monitor energy consumption and rationalize our energy footprint.
- **Equipment** – Condition-monitoring and predictive maintenance to minimize our equipment downtime.



Figure: Interactive e-learning platform

Digital Learning

In addition to regular classroom training, we have rolled out an eLearning program, where we have created several virtual, interactive training modules, which provides a self-learning platform for continuous skill upgradation of our employees.

We have made the learning ubiquitous for employees by creating enriching training modules that are interactive & effective. These multi-lingual training modules have fostered a self-learning culture among our employees.



Figure: Screenshot of augmented 3D glass

Customer Experience

Augmented 3D Glass – It is a mobile app to showcase virtual 3D models of our glass bottle concepts. It uses Augmented Reality to overlay the virtual 3D bottles in the real world environment. It allows our customers to experience our bottle designs in an interactive manner.

We have also revamped our website (www.piramalglass.com) with an intuitive, modern design. It includes a Digital Product Catalogue containing details and photos of over 600 products across categories, allowing customers to search the bottles by specific criteria.

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In order to be future-ready, we are partnering with startups and academia to solve complex problems and enhance business efficiencies using disruptive technologies. Our objective is to provide superior products and services by being an insights-driven organization. We aim to leverage the power of Digital to serve our customers better.