

CASE STUDY



Georgia-Pacific Uses Prometheus APM to Drive Action from Analytics





Company



Georgia-Pacific



Atlanta, GA



Pulp & Paper

Challenges

- Large amount of data and small team to analyze it
- Manual data analysis process that needed to be more streamlined
- Needed a way to easily identify resolutions for issues

Results

- Increased ability to detect, diagnose, and resolve issues
- Identification of emerging issues has been automated
- On-site personnel can quickly and easily locate assets with issues

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ABOUT GEORGIA PACIFIC

Georgia-Pacific is a Pulp & Paper manufacturer based in Atlanta, Georgia with 150 locations globally. They are one of the largest manufacturers and distributors of tissue, pulp, paper, toilet and paper towel dispensers, packaging, building products, and related chemicals.

CHALLENGES

Georgia-Pacific created its Collaboration and Support Center (CSC) to accelerate operational improvements; leveraging digital resources to provide remote site support. They recognized that their sites produce billions of data points each year with only a few operators per shift. How could they possibly review that information manually?

With this mission in mind, Georgia-Pacific embarked on an aggressive digital transformation using multiple data analytics tools, including Prometheus APM. The company quickly had two realizations: First, identifying the emerging issue is only the first step, and second, organization and collaboration are critical when dealing with the magnitude of identified issues across a large operating fleet.

SOLUTIONS

Georgia-Pacific began using the Prometheus APM solution to detect, diagnose, and resolve issues at their integrated pulp and paper mills. Prometheus APM's Issues Management module was leveraged to track and resolve issues; documenting the findings and collaborating with site personnel to coordinate resolution actions. With the success of using Issues Management to resolve issues identified by Prometheus APM's analytics, the company concluded that Prometheus APM Issues Management should be used for managing the site collaboration, documentation and issue resolution for issues detected by other analytics systems.

RESULTS

Using the Prometheus APM API, Georgia-Pacific is automating the creation of emerging issues identified by many data analytics systems providers. Now, a CSC data analyst can collaborate with site personnel through the same Prometheus APM notifications regardless of which analytics software detected the issues; improving user experience and retention of organizational knowledge.

The company's creativity didn't stop there, as they desired to document and communicate issues identified by on-site personnel through Prometheus APM's Issues

Management. Using their mobile device and QR codes on physical assets, on-site personnel can quickly and easily create issues in Prometheus APM that tie directly to the assets.

Prometheus Group applauds Georgia-Pacific for being an Operational Intelligence innovation leader; not just in identifying operational issues leveraging their operational data, but in ensuring all issues are driven to full resolution.



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your organization today*

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About Prometheus Group

Prometheus Group is a leading global provider of comprehensive and intuitive enterprise asset management software solutions that work within ERP systems and span the full work management life cycle for both maintenance and operations. Developed jointly with end users, Prometheus software enhances the customer experience for planning, scheduling, and executing work for both routine maintenance and shutdowns and turnarounds, all while protecting the workforce with safety solutions and electronic permit to work. Our straight-forward functionality, graphical visualization, and simple processes enable customers to increase productivity, reduce costs, and improve reporting. For more information, please visit www.prometheusgroup.com.