

**opentext™**

**Success story**

**iTAC Software AG**

**Industry**

- Technology

**Solution**

- OpenText™ Information Hub (iHub)



# Software provider better leverages big data for manufacturing needs

**iTAC Software meets Internet of Things and Germany's Industry 4.0 goals through the use of OpenText Information Hub**

## Results



**Secure access to big data** and extensive analytics capabilities enhance KPI analysis allows for more data-driven operations



**Customized reporting** creates a clearer view of performance, enabling continuous improvement, increased transparency, better decision-making and sustainable advantage



**Support for Internet of Things (IoT)** and Germany's Industry 4.0 initiative contribute to smart factories



*"Transparency is the key to success in manufacturing; therefore, powerful MES KPI reporting is essential. Fitting seamlessly into our MES solution, this provides our customers a familiar environment with dependable information for all production requirements."*

**Peter Bollinger**  
Chief Executive Officer (CEO)  
iTAC



**Founded in 1998, iTAC Software AG (Internet Technologies and Consulting) provides Internet technologies for the manufacturing industry, with standard software and products for cross-company IT applications, as well as Manufacturing Execution Systems (MES) for the entire supply chain. The company has its headquarters in Germany as well as a branch in the U.S and a global partner network for sales and services. Its customer base includes renowned companies from many different industries including automobile/-supplier, industrial, electronics/EMS/TC, medical technology, metallurgy and energy.**

### **Increased transparency, better decision making**

With its Enterprise Manufacturing Execution System (iTAC.MES.Suite®), iTAC Software bridges the gap between planning and production. Through continuous control and monitoring, as well as active traceability, the solution helps to increase production quality and efficiency. With cloud capability, among others, iTAC.MES.Suite is designed to meet the requirements of Industry 4.0, a German government initiative dedicated to creating smart factories through computerization, resource efficiency and other technological advances.

To offer its customers the greatest possible transparency and decision-making capability for production control, and to meet growing demands related to the Internet of Things (IoT), iTAC wanted to integrate Business Intelligence (BI) and analytics software into iTAC. MES.Suite. Doing so would support customer demands for manufacturing intelligence, quality control and traceability.

The BI and analytics software needed to handle enormous amounts of data while being visually appealing and easy to use. In addition to rapid, effective implementation and seamless integration, iTAC required individual customization of reports, analysis and dashboards with full interactivity and security. All these needed to be web based, offer transparent personalization for various applications and be available through different channels.

### **Interactive reports and dashboards**

iTAC.MES.Suite provides holistic, decision-relevant information for integrated production management by drawing data from many sources. To add BI and analytics with interactive reports and dashboards to its products for MES specialists, iTAC chose the unified architecture of the OpenText™ Information Hub. The extensive and efficient iHub infrastructure is seamlessly embedded in the iTAC.ARTES® middleware, the technology framework of iTAC. MES.Suite.

iHub provides visualization and analysis of KPIs for production optimization, quality assurance and monitoring of machines, enabling easy traceability of all components. Reports and dashboards are server-based, and can be distributed in different formats, such as HTML, PDF, Excel®, Word®, PowerPoint® or Postscript while retaining all functions and predefined rights. Online availability of all production-relevant KPIs—such as capacity utilization, waiting times, throughput, machine availability, failure rate and product yield—is guaranteed.

Thus, iTAC MES.Suite, using iHub for BI and analytics ensures transparency in metrics management and supports product life cycle management, budget control and quality assurance, as well as field activity management.

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**Peter Bollinger**  
Chief Executive Officer (CEO)  
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**Surpassing client expectations and regulatory needs**

OpenText iHub big data capabilities have ensured several new benefits for iTAC.MES.Suite clients. Those clients can now access and analyze large amounts of data centrally, with extensible support for future expansion. iTAC.MES.Suite can standardize, merge and analyze KPIs from different manufacturing plants, offering the ability to compare information across time periods and locations as needed—all with stringent, role-based security.

The capacity for iTAC clients to create individual, customized reports with personalized branding allows iTAC.MES.Suite to present information in a visually appealing, user-friendly way. Clients can develop appropriate metrics (such as control level, production, etc.) to identify areas for potential optimization, increased production efficiency, cost reduction and quality assurance.

iHub also enhances the mobility, online availability and cloud functionality of iTAC.MES.Suite. This helps manufacturing companies prepare for the German government’s Industry 4.0 initiative. By doing so, iTAC builds long-term, sustainable competitive advantage for itself, as well as its customers.

**Realtime Manufacturing Intelligence**



**About OpenText**

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit [opentext.com](http://opentext.com).

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