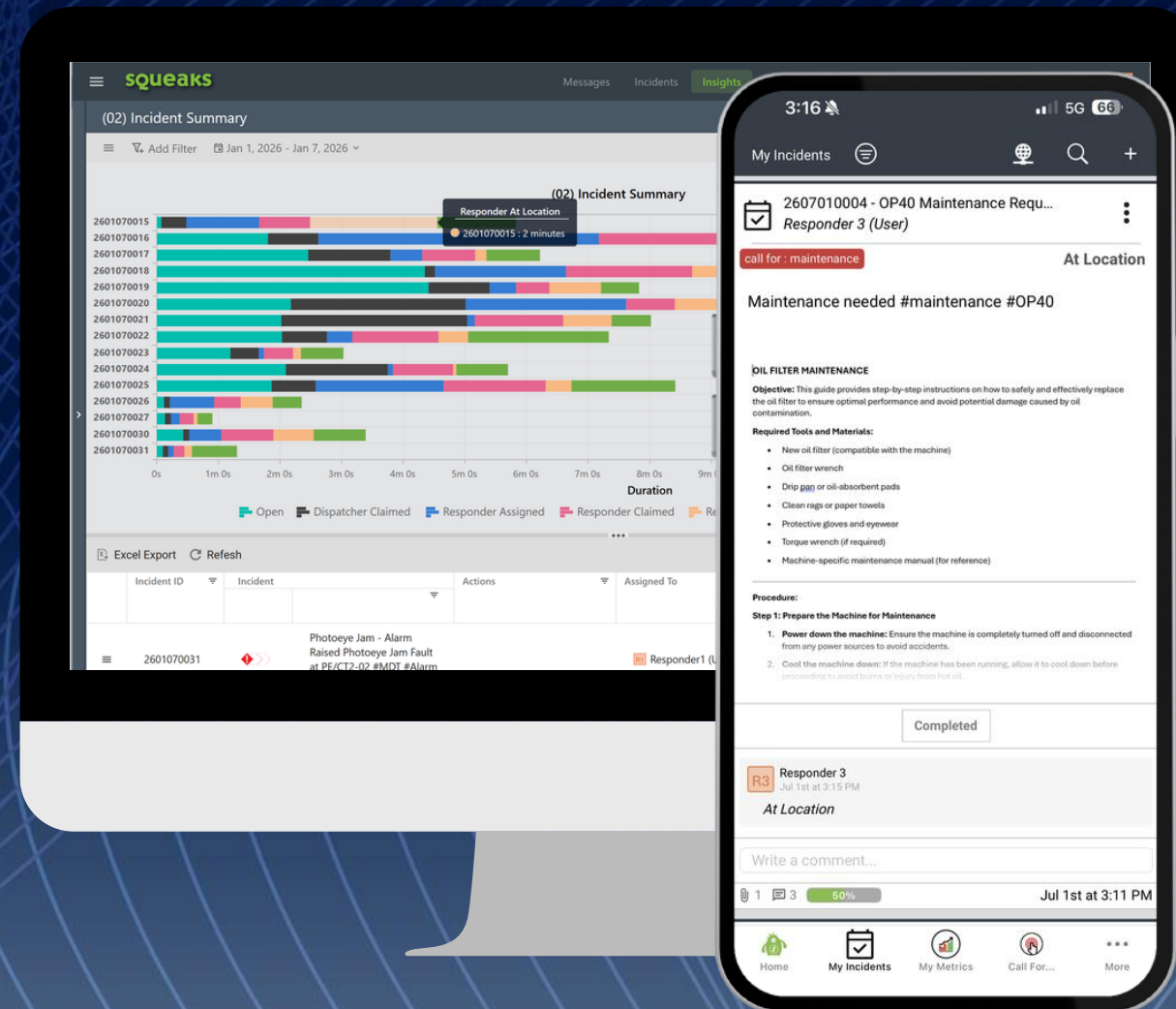


IGEAR[®] INSIGHTS



Turning Incident Response into Operational Intelligence

Automotive Use-Case:

Improving Plant Floor Communication Through Coordinated Operational Response

Welcome

Brooks Korfhage

Business Development /
Integrator Program Lead

Celine Mbanasor

Director of Customer Success

Sydney Wall

Customer Success Engineer

Agenda

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Customer Challenges

2

Discovery & Collaboration

3

Improving Responder Productivity

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Operational Visibility: New SQUEAKS Best-Fit Responder

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Operational Visibility: SQUEAKS Out-of-the-Box Reporting

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Business Outcomes

1

Customer Challenges

The Operational Environment

High volume of Alarms and Incidents from:



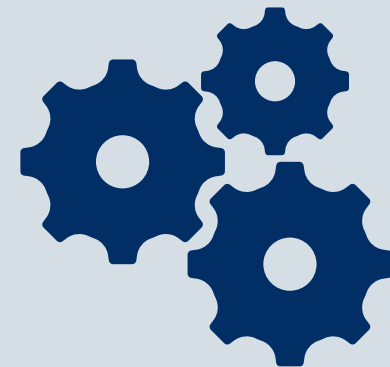
Maintenance



Logistics



Quality



Engineering



Safety

Current Challenges – Open-Loop Communication

Lack of Accountability for Incident Response

- No standardized process for assigning incident ownership
- No coordinated process for managing response
- No defined criteria for incident escalation

Limited Operational Visibility

- Limited visibility into active incidents
- No real-time response status
- No visibility into response delays

Machines Detect Problems. People Detect Problems.

SQUEAKS Manages the Response.

Incident Occurs Abnormal Condition

Detected

- Machine Sensor
- Operator Notices Something
- Today's Monitoring Systems
 - PLC/HMI
 - Stack Light
 - ANDON/Production Display

Response Gap Today's Process?

- How is the response coordinated?
- Who owns the incident?
- How fast does action begin?
- Where's the latest documentation?
- How many incidents are unassigned?
- When should it be escalated?
- Was the incident resolved?
- Where was time lost?

Structured Response SQUEAKS

Respond

- Context Captured
- Directed to Right Responder

Resolve

- Guided Action Begins
- Knowledge Delivered

Review

- Digital History
- Operational Insights
- Metrics Become Proof
- Learning Improves Future Response

2

Discovery & Collaboration

IGear Collaboration

The Approach

Discovery & Alignment

- Joint discovery sessions with customer
- Deep understanding of operational pain points

Workflow Design

- Mapped existing vs. desired alarm-response workflows
- Identified gaps between detection and resolution

Data That Mattered

Defined missing performance data:

- MTTR (Mean Time To Respond)
- MTR (Mean Time For Resolution)
- Assignment & reassignment actions
- Team Leader notes and context

What Success Looks Like...

Standardized response

Clear operational visibility

Closed-loop communication

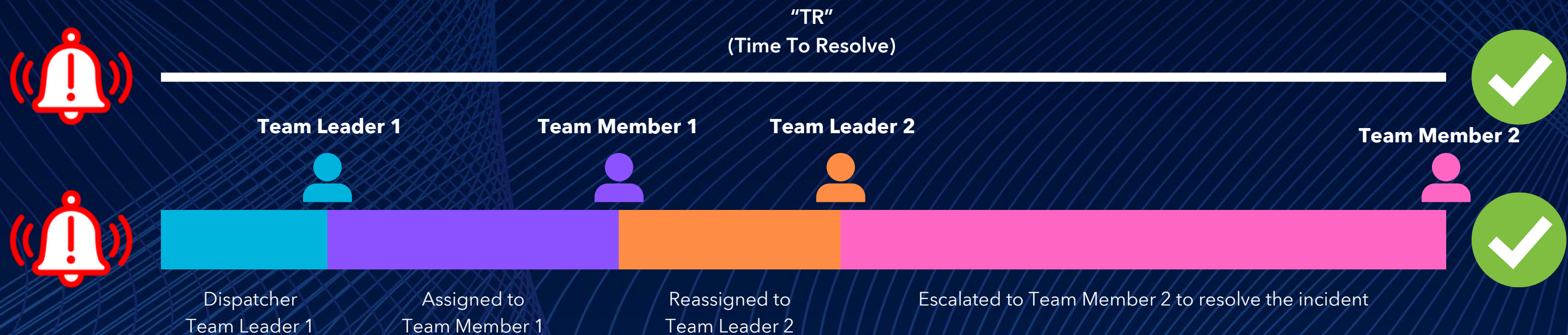
Automatic escalation

Continuous improvement

3

Improving Responder Productivity

Improving First Responder Resolution



When the First Responder Solves the Issue:

No reassignment - No escalation - No rework - No guesswork



Everything else improves:

Time Drops - Costs Drop - Stress Drops

We call that "First Responder Resolution" (FRR)

Match The “Incident” To The “Best Responder”

INCIDENT CONTEXT

Time: **Shift 2**
Location: **Line 3**
Impact: **Safety**
Type: **Equipment Failure**
Severity: **High**
Classification: **Conveyor**
Asset: **Conveyor 2**

RESPONDER PROFILE 1

Shift: **2**
Area: **Line 1-3**
Authorized: **Safety**
Expertise: **Equipment**
Qualified: **Low Severity**
Skill: **Electrical**
Asset Experience: **Robot Cell 2**

RESPONDER PROFILE 2

Shift: **3**
Area: **Line 4-6**
Authorized: **Quality**
Expertise: **Equipment**
Qualified: **Low Severity**
Skill: **PLC**
Asset Experience: **Robot Cell 4-6**

RESPONDER PROFILE 3

Shift: **2**
Area: **Line 1-3**
Authorized: **Safety**
Expertise: **Equipment**
Qualified: **High Severity**
Skill: **Conveyor**
Asset Experience: **Conveyor 2**



SQUEAKS MATCHING ENGINE

Context overlap ✓
Qualification ✓
Asset familiarity ✓
Past success ✓

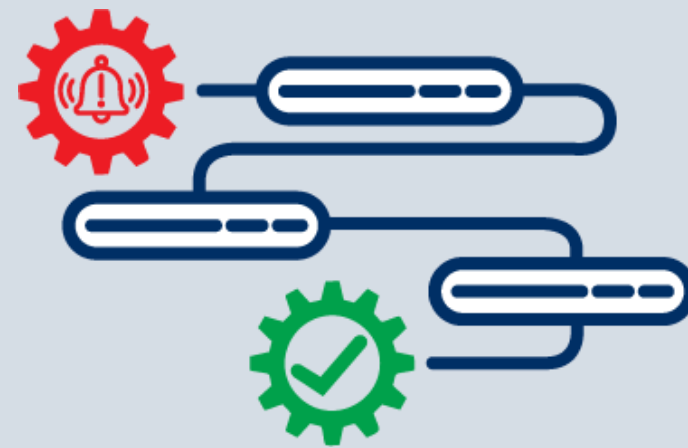


BEST-FIT RESPONDER (FRR)

Core Capabilities



**Automated Escalation
Notifications**



**Interactive Workflow step-by-
step guidance**



**Automatic retrieval of SOPs,
documents, and
troubleshooting guides**

New Workflow with SQUEAKS

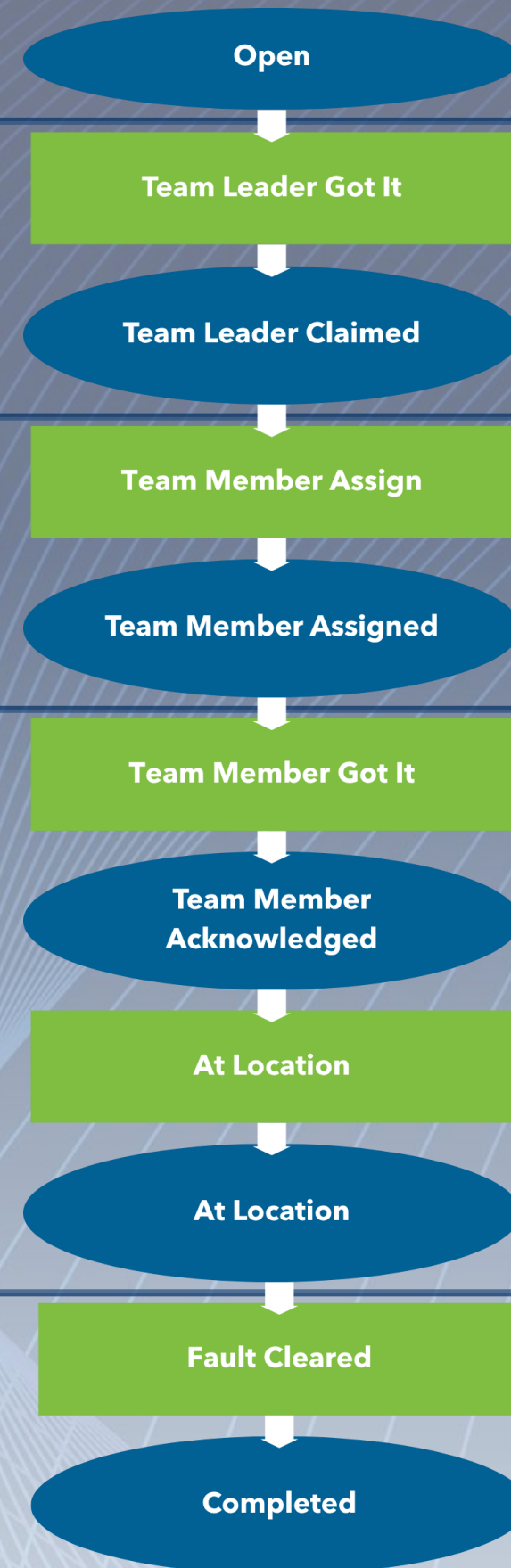
ALARM DETECTION

ASSESSMENT

DISPATCH

RESPONSE

RESOLUTION



New Workflow with SQUEAKS

ALARM DETECTION

ASSESSMENT

DISPATCH

RESPONSE

RESOLUTION

S1

S2



4

Operational Visibility: New SQUEAKS Best-Fit Responder

New Workflow with SQUEAKS

ALARM DETECTION

ASSESSMENT

S1

DISPATCH

RESPONSE

RESOLUTION



Incident Dispatch

Maintenance

Quality

Safety

Engineering

Maintenance

Quality

Safety

Engineering

Views

Personalize...

My Incidents

My Metrics

Manage...

You are currently not tuned into any Metrics.

Messages

Incidents

Insights

Activity

Unassigned

High Priority

All

Add Filter

Any time

Search

Search Archive

Table View

2607100023 - Screw 1 Depth

Responder4 (User)

Type : Screw 1 Depth

Completed

Downtime started: Screw 1 Depth Fault. #screw1depth #OP10

TROUBLE SHOOTING

Problems	Observation	Causes	Solutions
Low thread precision.	Threads do not mesh with each other.	Incorrect tool installation.	Set the insert center height at 0mm. Check holder inclination (Lateral).
	Shallow thread.	Incorrect depth of cut. Lack of insert wear or	Modify the depth of cut. Refer to "Quickly generated flank

Team Leader 1 on Jul 10th at 11:13 AM

At Location

Team Leader 1 on Jul 10th at 11:13 AM

Got it!

Write a comment...

100%

Jul 10th at 11:13 AM

2607100022 - OP40 Maintenance Request

Team Member2 (User)

New Workflow with SQUEAKS

ALARM DETECTION

ASSESSMENT

DISPATCH

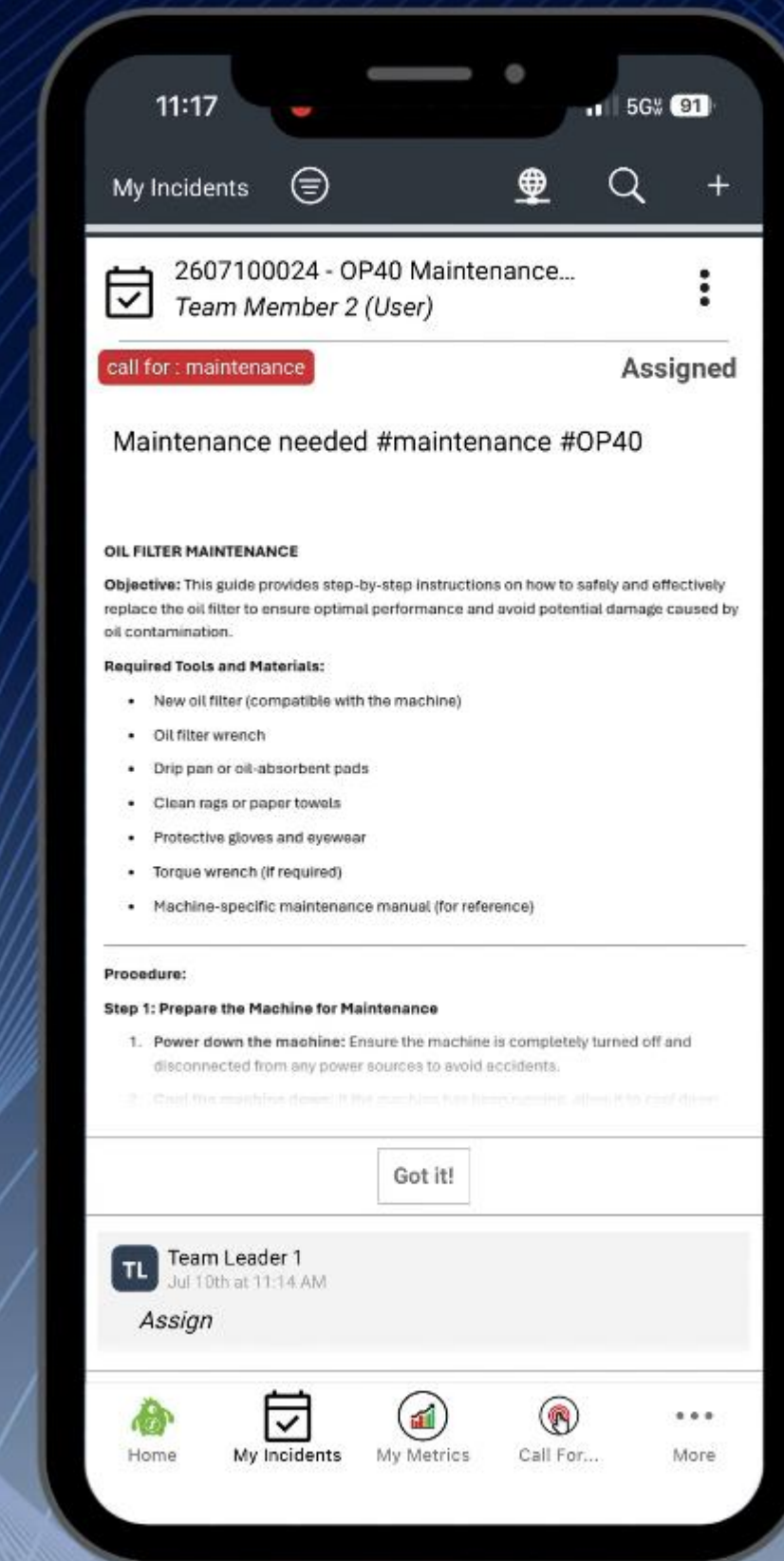
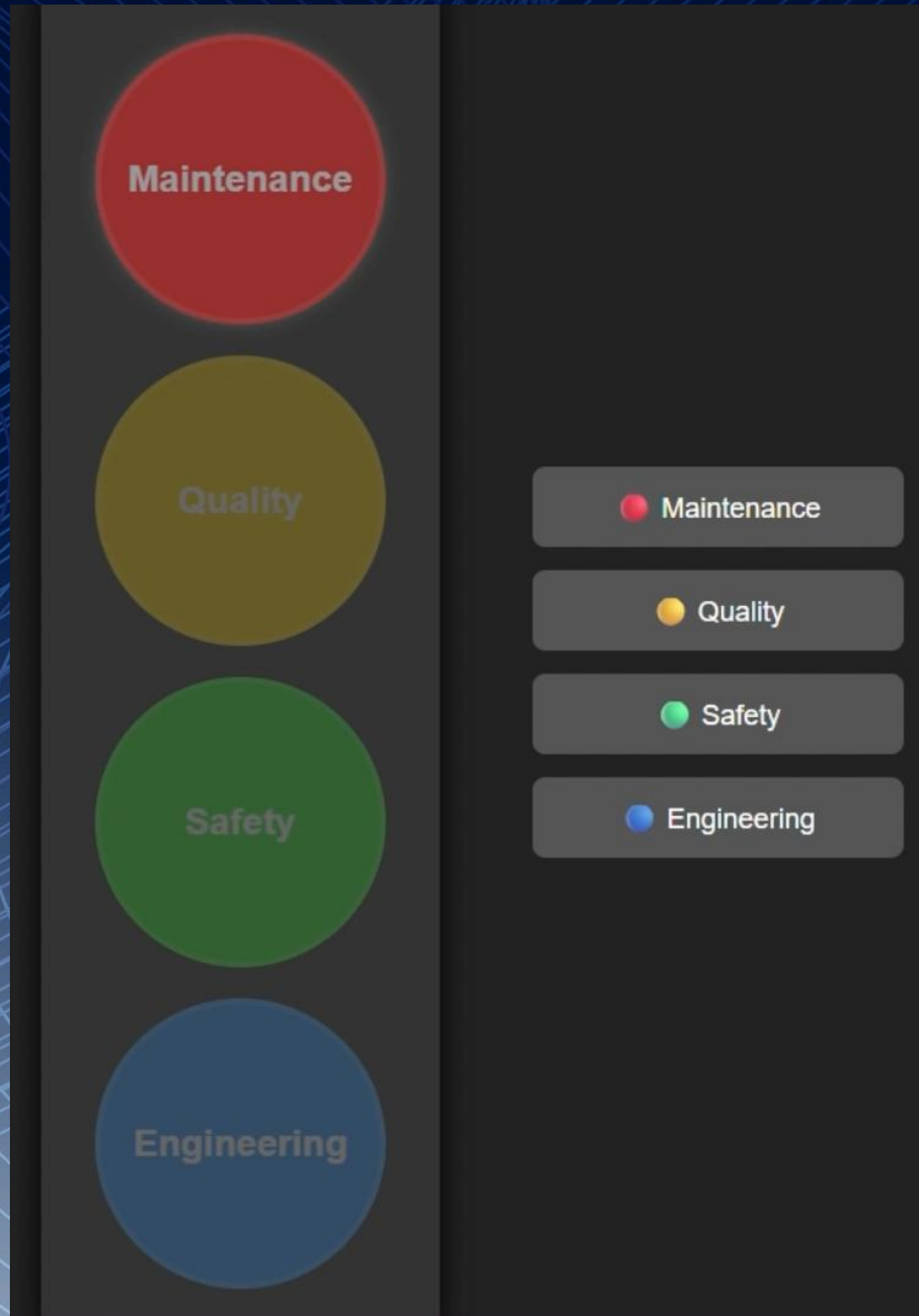
RESPONSE

RESOLUTION

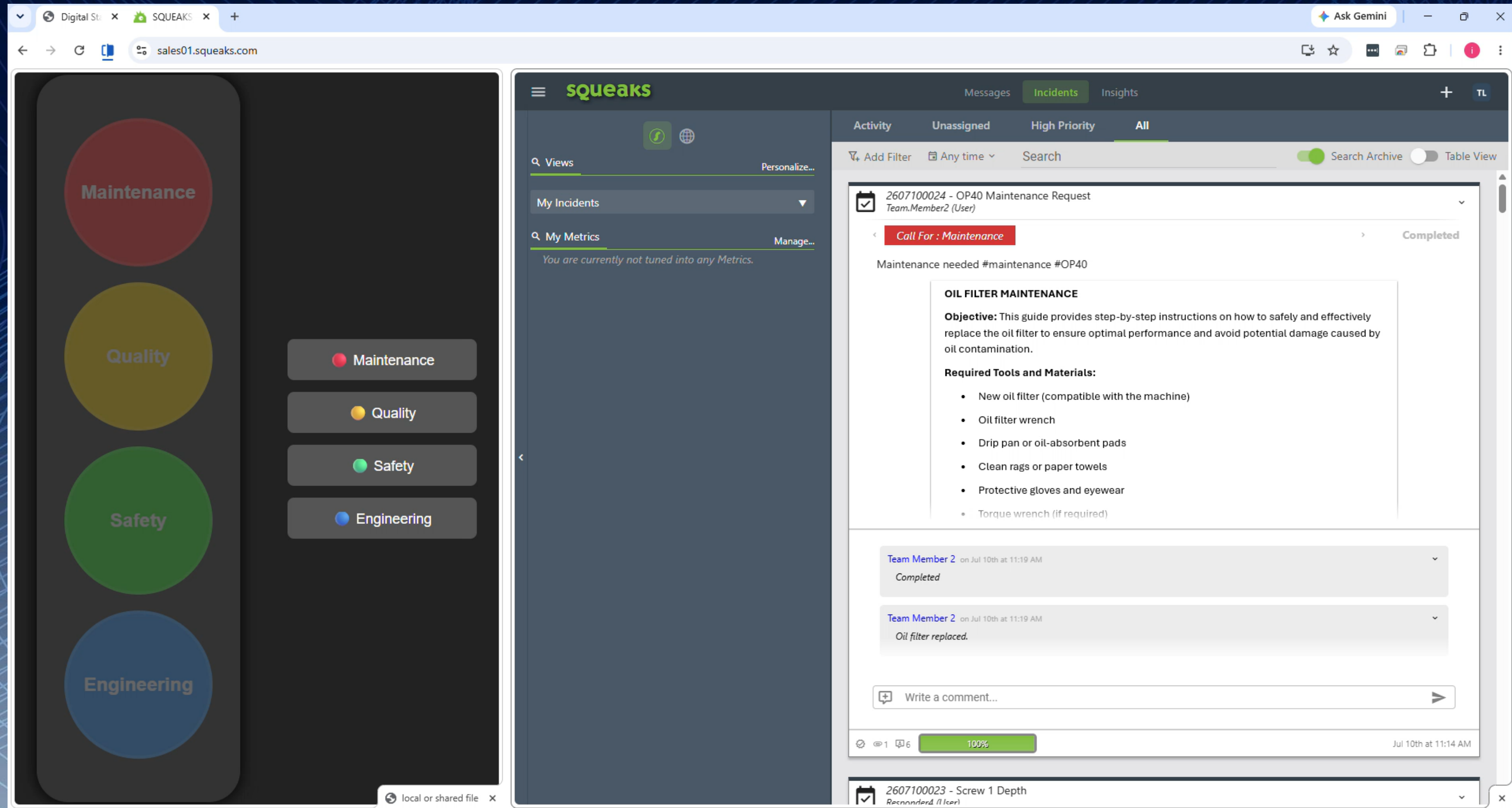
S2



Responder Step-by-Step Guidance & Timelines



Digital Trail



5

Operational Visibility: SQUEAKS Out-of-the-Box Reporting

Out-Of-The-Box Reporting

Current Incidents:

- Open
- Unassigned
- Escalated
- High Severity
- Medium Severity
- Low Severity

Performance Metrics:

- Mean time to acknowledge
- Mean time assign
- Mean time to resolve
- First responder resolution

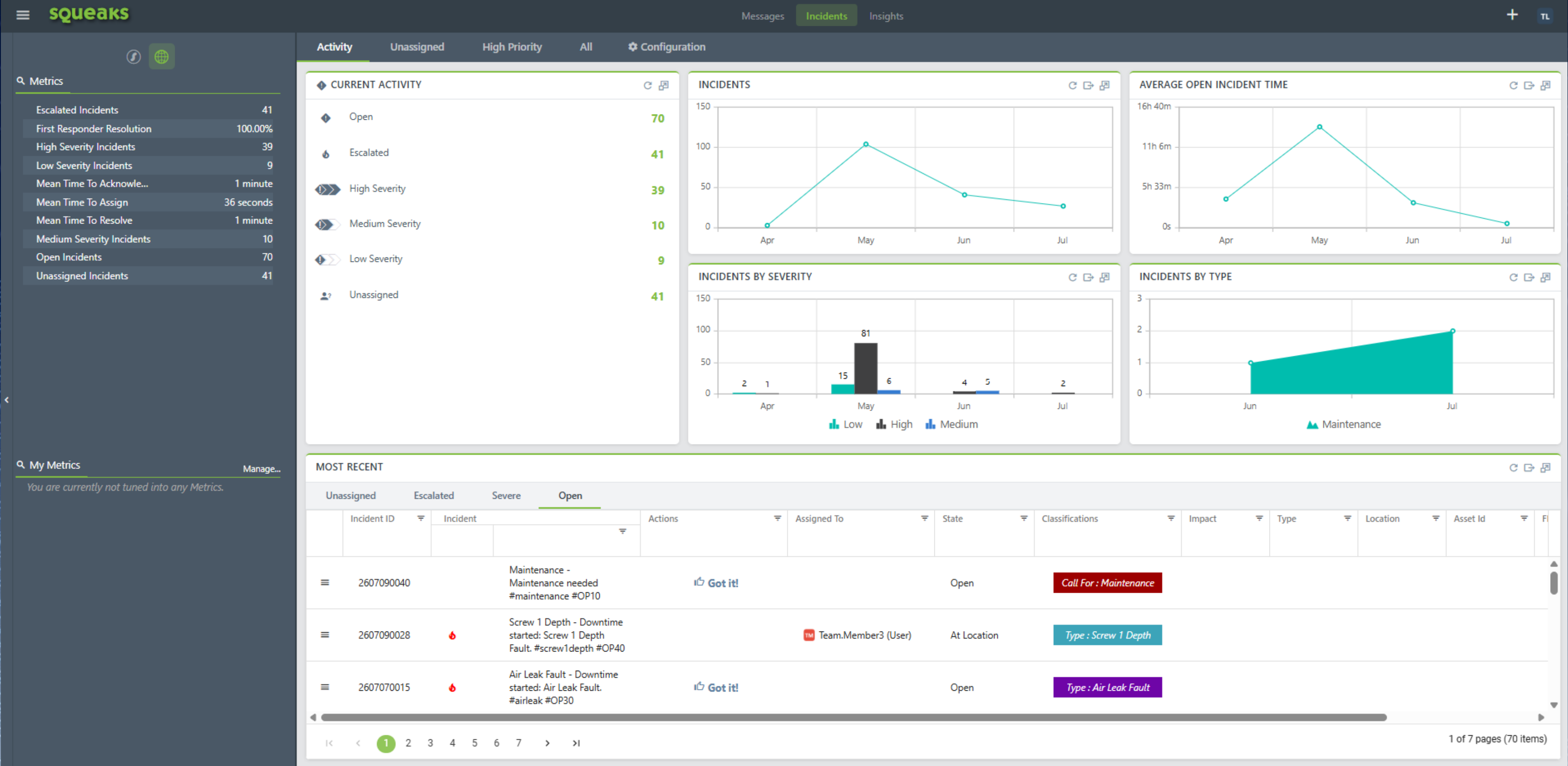
Breakdown By:

- Severity
- Incident Type
- Location
- Classification
- Impact
- Asset

Trends By:

- Team
- Role
- Shift

System Reports: Incident Activity Overview



System Reports: User Assignment Dashboard

SQUEAKS®

Ask Gemini

sales01.squeaks.com

MessagesIncidentsInsights

+

TL

Reports

New...

User Assignment

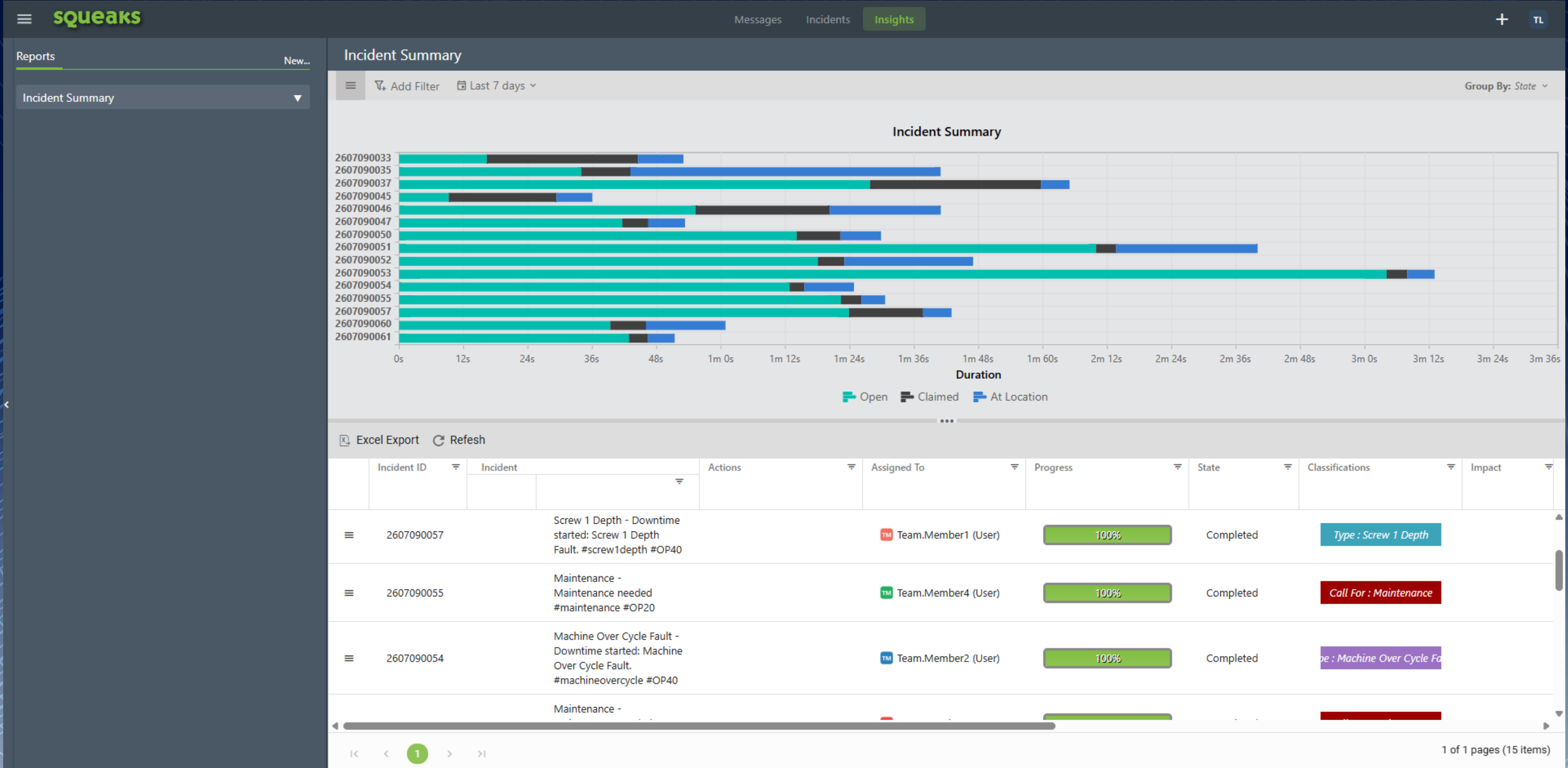
User Assignment

Excel ExportRefresh

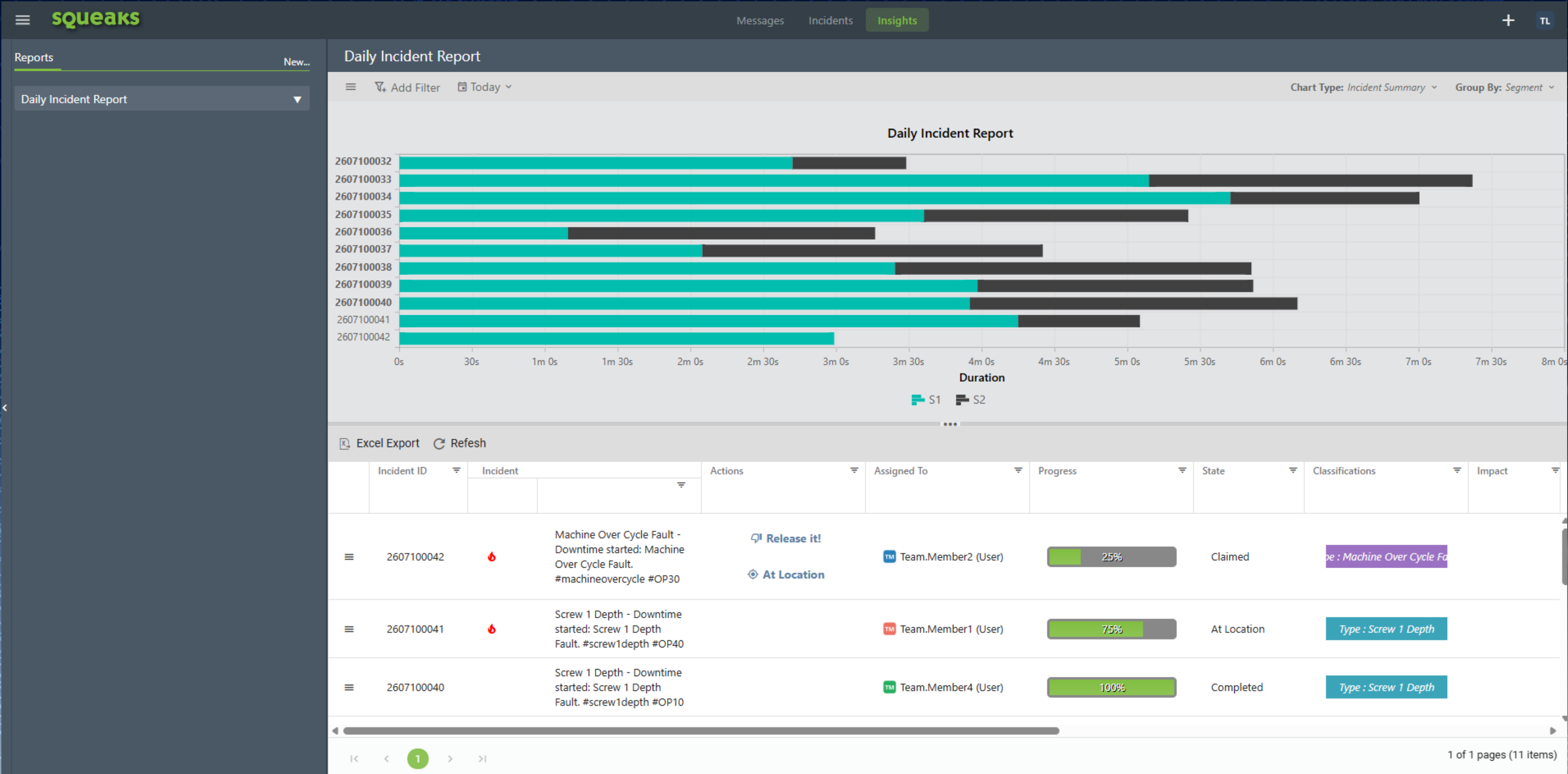
	User	Type	Active	MTTR	REI
Details	TM Team Member 2	User	1	2 minutes	33.33%
Details	TM Team Member 1	User	0	1 minute	22.22%
Details	TM Team Member 3	User	0	3 minutes	33.33%
Details	TM Team Member 4	User	0	1 minute	28.57%

1 of 1 pages (4 items)

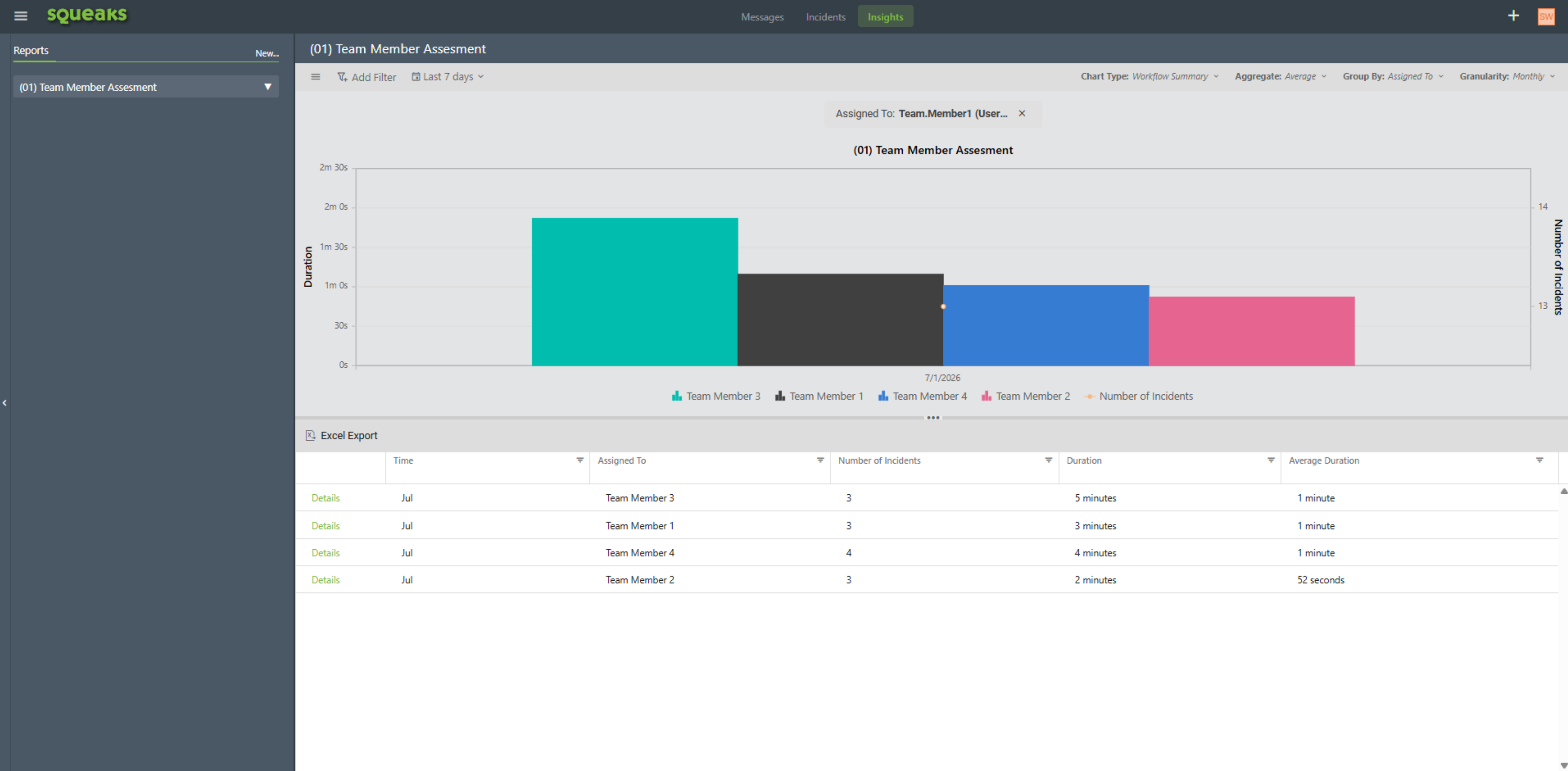
System Reports: Incident Summary Report



Create Custom Reports: Daily Incident Report By Segment



Create Custom Reports: Team Member Assessment



6

Business Outcomes

Business Outcomes

Standardized incident response workflows across departments

Improved ownership and accountability

Closed-loop plant floor communication

Greater visibility into active incidents

Automated time-based escalations

Real-time operational dashboards for supervisors and production teams

Historical reporting that identifies operational inefficiencies and supports continuous improvement

squeaks®

Operational Incident Response

RESPOND

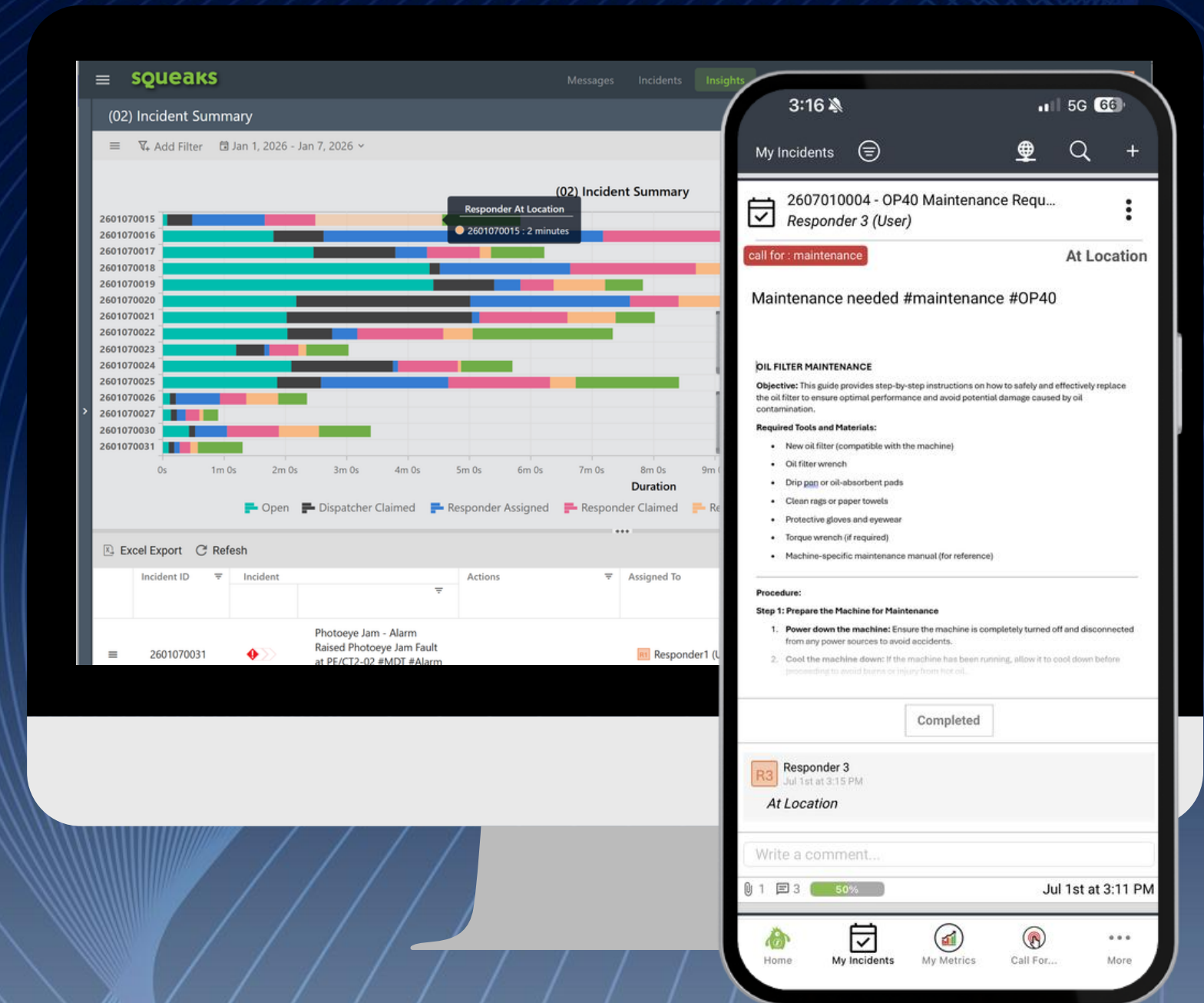
Targeted, context-rich alerts delivered the moment an incident occurs ensure that the right people receive the right information immediately.

RESOLVE

Integrated human-response workflows enable seamless coordination from the moment an incident begins until it's fully resolved.

REVIEW

Every action, response, and resolution becomes part of a digital thread—creating a rich data set for analysis and optimization.



Today

Respond

Resolve

Review

With SQUEAKS

Respond

Resolve

Review

Time

Thank You!