



CASE STUDY

MANUFACTURER'S EQUIPMENT RESTORED TO PEAK PERFORMANCE ALLOWING PRODUCTION TO REMAIN ON SCHEDULE.



Customer Overview

A trusted manufacturer operates a case packer integral to their production line. Ensuring consistent performance of this equipment is critical to maintaining their operational efficiency and meeting production timelines.



Post-sales support



Operational efficiency

The Challenge

The customer required immediate expert support to address operational inconsistencies and ensure the equipment was fully optimized for their upcoming production schedule.

Proposed Solutions

Tishma's technical team engaged one of their Control Engineers to provide remote support by accessing the equipment's PLC (Programmable Logic Controller). The engineer performed a comprehensive diagnostic analysis of the machine's control system. The focus was on identifying the root cause of the issue and implementing a solution to restore the machine's functionality and ensure seamless operation.



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Results

The Tishma Controls Engineer successfully identified and resolved the issue through remote diagnostics. The case packer was restored to full operational status, enabling the customer to resume production without further delays and meet their scheduled commitments.



**Remote
diagnostics**



**Minimized
delays**



**Production line
restored**

Conclusion

Tishma's responsive and expert technical support ensured that the manufacturer's production line was restored efficiently. This solution reinforced Tishma's commitment to delivering reliable service and maintaining high levels of customer satisfaction.



“In my experience, Tishma’s post-sales service is top-notch! You are always so willing and ready to assist us with issues and tweaks to the machines to ensure they are working as best as they can. I never want to have issues with any of our equipment but it’s honestly a relief when it’s the Tishma machines because I know we’ll receive quality support. In my experience, a lot of equipment manufacturer’s post-sales service really lacks in quality and timeliness, but I can really tell Tishma knows the value of positive post-sales support relationships with their customers.”