

New standards with Singulator 360



Körber's AI-based Smart Maintenance Product Singulator 360 setting new standards and reducing operational downtimes significantly.

Challenge

The customer in the use case has a robust production rate of 18,000 shipments per hour, in a highly competitive environment, where any downtime during operational hours translates to significant revenue losses. The customer was facing maintenance challenges in their critical conveyance maintenance due to fleet size and resource needs.

Solution

Thanks to Körber's AI-based predictive maintenance solution Singulator 360, the customer is now able to monitor the condition of its parcel singulators and thereby anticipate that components require maintenance and/or repair before it causes disruptions.

At a glance

Project goals

- Reduce downtimes during operational hours.
- Increase system reliability and availability.

Solution

- Singulator 360 provides transparency on the condition of drive units.
- Predictive analytics with Singulator 360 let operators plan maintenance according to the actual system condition.

Features and benefits

- Efficient workload coordination based on 24/7 monitoring and analysis
- Proactive maintenance through detailed and early localization of mechanical problems
- Fast, full diagnostics at a glance using modern dashboard visualization.

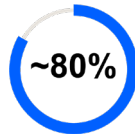


The Project

By bringing together a team of parcel experts from different roles and functions, Körber first made sure to in depth understand the customer's pain points during their parcel singulation and sortation processes. After the analyses were finished, Körber's Digital Parcel Team (part of Körber Supply Chain) was able to showcase the potential of our Smart Maintenance portfolio: Singulator 360 demonstrates benchmarks and points out anomalies during the system's operation. By using these AI-powered predictive analyses, customers can anticipate potential errors and plan the maintenance of an affected part in the next regularly scheduled maintenance slot without reducing valuable throughput rates.

Based on this strong value case, the customer decided to invest in Körber's SaaS solution, and started directly with the installation of Singulator 360. After less than two months of preparation and implementation time, the application was ready to go, to monitor its systems with the power of AI!

Results



Spares consumed reduction by ~80%



Unplanned downtime reduction by ~90%



Service efforts reduced by ~70%

