Scante.net Success Story Manufacturing: Paint Booths & Finishing Equipment

Global Finishing Solutions

Company Facts

Overview

- Location – Osseo, WI
- Industry – Manufacturing: Paint Booths & Finishing Equipment
- Website – www.globalfinishing.com

Success Highlights

Challenges

- Expensive Service Callouts
- Real-time Monitoring of Filter Loading
- Unplanned Downtime

Solution

- Scante IoT-CX system

Benefits

- Competitive Advantage in a Contested Market
- Product Differentiation Among Competitive Offerings
- Compatible with Both GFS and Competitor Equipment
- Benchmarking Competitor Equipment Runtime and Performance
- Real-time, Granular Equipment Performance Data
- Improved Troubleshooting and Service Turnaround Times
- Dashboard and Content Presentation per Customer, Location, and Distribution Channel
- Alarm Notifications to Customer Contacts and GFS Service
- Real-time Status and Usage Based Consumables Inventory Reminders
- Threshold Based Automated Consumables Ordering and Shipping
- GFS Paint Booth Design Continuous Improvement
- Reduced Unplanned Downtime Due to Filter Failure
- Improved Maintenance Turn-Around Time
- Improved Paint Booth Uptime and Productivity

GFS GLOBAL FINISHING SOLUTIONS

Scante

The Business Situation

Global Finishing Solutions (GFS) based in Osseo, Wisconsin, is a leading global provider of finishing solutions and paint booths within the automotive, industrial, aerospace, and defense markets, among others. More than 325 employees contribute to GFS's success in several locations across the US and in Canada.

Analyzing service history and equipment performance data, GFS determined more than 80% of service calls were associated with filter maintenance issues. Many times, GFS service technicians would incur expensive travel to customer facilities to discover filter failure caused by basic usage or environmental factors. Industry standard filter service recommendations had always been for calendar-time based filter service and replacement, all predicated on simple assumptions of operating hours, number of shifts and finishing processes. Their initial analysis found that for some customers, filters were reaching full load and clogging earlier than standard change intervals, causing paint and equipment issues. Often, filters were not being maintained properly, resulting in reduced airflow inside the paint booth and negatively affecting productivity, quality, and shop revenue. In some instances, it cost end-users $3K to $5K for every hour of lost paint booth production.

GFS needed a more accurate way to measure performance of the overall system, starting with filter usage parameters. With more accurate, real-time data, they knew they could help customers maximize filter performance and reduce costs. Identifying use and environmental variables affecting reduced filter life and booth performance would have direct bottom line effects for customers.

Having accurate usage data in real-time meant they could advise customers to address filter changes before they negatively impacted production and spray booth performance, avoiding more severe heating system failures, damage to fan plates, or catastrophic failure of painting equipment and ductwork. Defining the proper replacement schedule for each customer's use case would improve their efficiency, performance, and profitability. The solution they were searching for would have to inform both GFS personnel and customers of equipment and filter performance trends, allowing them to identify performance issues, then plan and schedule a maintenance event. Decreasing unplanned downtime and improving maintenance turn-around time would maximize paint booth returns for GFS customers.

The Solution

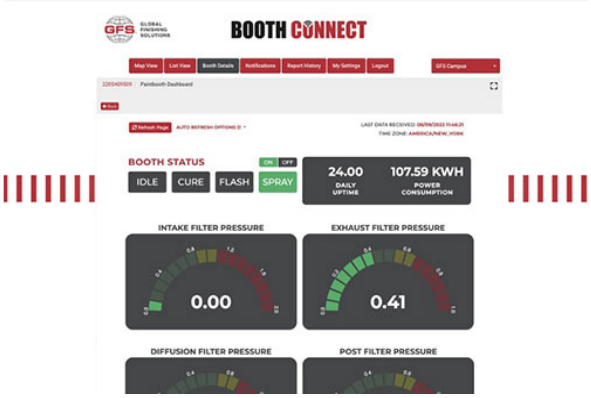
The search for a solution was complicated, with several IIoT vendors presenting solutions to GFS leadership. The solution had to meet several primary criteria:

1. All data presentation would need to be customer specific, with data limited to the user's own booths
2. GFS to see each booth's filter load in real-time on separate dashboards for each customer.
3. GFS must receive a notification when the holding capacity of the filter reaches 75% for any customer account
4. An alarm at 75% filter capacity must trigger an email to GFS and the customer to prompt them to check inventory/stock for the necessary filter
5. The customer should be able to be set up to automate their filter order and have it shipped to their facility without the need to engage GFS or manually place an order
6. The remote monitoring solution had to be effective on paint booths manufactured by GFS and on competitor's equipment for which GFS provided maintenance or held service agreements

A broad scope of work was sent out to a handful of leading IoT companies, and GFS had narrowed it down to three to come and pitch their solution in person. A local supplier knew and had been working with Scante, and even though they were in the last hour of making the decision, GFS invited Scante to pitch their IoT-CX solution. The remaining three had presented their solutions and leaned heavily on the ROI that GFS could achieve, even though none were provided a specific scope from which to draw such conclusions. Scante's presentation relied on existing customer solutions that were already in production and doing what GFS wanted to do. After the Scante presentation, GFS wondered "Can it really be that easy?"

"Since moving ahead with the Scante solution, the Scante team has been unbelievable to work with. They take our calls directly, and every time there's been a hiccup, they're on it immediately. This level of service means a ton a company like GFS in the service industry," said Brian Myers, Sr. Technical Advisor at GFS. Myers continued, "When Scante was contacted by one of our competitors to create dashboards for them, they didn't entertain it. That showed me a level of professional integrity. It checks a box as one of GFS' core values and is highly valued."

In August of 2021, GFS selected their largest national key accounts to be among the first to implement the Scante remote monitoring IoT solution. GFS has service agreements with several large customers covering hundreds of thousands of spray booths they depend on GFS to maintain. Scante developed a dashboard solution for these pieces of equipment so that GFS could look at each customer's fleet of paint booths and show bake temperatures, run times – longest vs. shortest, frequency of alarm notifications, production – top vs. bottom performers, and which brand of booths are more frequently receiving maintenance and being considered for replacement with GFS booths. Following this, GFS implemented the system with smaller contracts while continuing to tweak the dashboard aesthetics and capabilities of the Scante powered monitoring options.



The Business Impact

GFS and Scante have spent several years packaging an IoT solution known as Booth Connect that is exclusively for the automotive refinishing industry. GFS released it to their industry in October at the SEMA 2023 Conference in Las Vegas, Nevada.
https://globalfinishing.com/2023/10/30/boothconnect

One of GFS' national accounts is a car manufacturer located in Detroit, which runs 24 hours a day and seven days a week. The car manufacturer was experiencing an issue at one facility where five fans had failed over a four-month period; however, once they installed the monitoring solution and began tracking filter usage using the **Booth Connect** application, the facility began changing filters at just the optimal time based on their loading. Downtime due to fan failures was completely eliminated, avoiding tens of thousands of dollars in lost production and maintenance expenses. This national account will soon expand the GFS **Booth Connect** solution across its facilities nationwide.

"Having the **Booth Connect** product provides a level of competitive advantage for us. Whenever our prospects and customers are ready to decide who they'll choose this year and, in the years to come, they'll choose GFS because it greatly enhances their services and improves their operational efficiencies," stated Matthew Salvo, VP of Aftermarket Business at GFS.

"GFS anticipates this product will be installed on more of our competitor's paint booths, allowing us to benchmark our equipment runtime and performance against our competitor's and enable us to highlight the advantages of our equipment further while informing us on areas where we can continually improve to meet the changing needs of our customers," continued Salvo.

From a business impact perspective, the system allows GFS to see who the leading and lagging customers are and measure response times after maintenance alerts are triggered. Having insight into customer's behaviors allows GFS to be a better partner, by prompting proactive communications and ensuring just-in-time (JIT) supply of the right filters.

GFS strives to deliver value in its services, and **Booth Connect** enhances their customer service capability. The system generates recurring revenue for GFS in consumable products, services, and data monitoring while serving as a differentiator from the competition.

"Scante has been great to work with, very responsive, easy to get on a call, they're nimble enough to make timely edits or changes at our request and have done so repeatedly."

~ Matthew Salvo, VP of Aftermarket Business at GFS

What's Next

GFS expects that the **Booth Connect** product will significantly impact automotive refinishing body shops, which have never been able to charge for the consumables and power usage of paint booths. In the not-too-distant future, users of **Booth Connect** will be able to log what every repair order is consuming, from energy to paint, add filter usage percentages, and automatically add charges to insurance company invoices. This solution will dramatically improve GFS' ability to speed turnaround time and service efficiency. GFS is working to expand the capabilities of **Booth Connect** beyond monitoring energy usage and filter loading to include gas / fuel consumption. GFS anticipates this will be a disrupter in the automotive refinishing industry, enabling the shops to be more profitable than ever.

In the future, GFS envisions that **Booth Connect** will be able to leverage the data with machine learning capabilities to improve the design of their paint booths, how they deliver service and preventive maintenance. The system will offer additional capabilities to troubleshoot, diagnose, and even help repair equipment remotely. In addition to the current retro-fittable system, GFS plans to integrate the Scante IoT-CX solution with all new Edge paint booths they manufacture within the year.

"Scante has been great to work with, very responsive, easy to get on a call. They're nimble enough to make timely edits or changes at our request and have done so repeatedly. It's been great to work with them as a partner to develop **Booth Connect**, and we've benefitted and will continue to benefit from their expertise and experience in the IoT space. We operate in an industry that is a little behind in that way, with paint booths not coming into the 21st century or incorporating connectivity, and this is the first foray into making that possible. Other industries have embraced and led that charge, and it's obvious that Scante's relevant experience is why we selected them. We can continue to benefit from similar use cases that they've had and learn from what worked there to improve our capability and delivery in the future," concluded Salvo.

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About Global Finishing Solutions

Headquartered in Osseo, Wisconsin, Global Finishing Solutions (GFS) has an extensive history of providing the aerospace, automotive refinishing and industrial finishing industries with exceptional equipment and services, helping businesses maximize productivity and achieve flawless finishes. GFS' Quality Management System is certified to ISO 9001:2015 by Smithers Quality Assessments, further solidifying GFS as a leader in the industry and demonstrating our commitment to delivering quality products that are trusted by our customers. Becoming an ISO-certified company shows GFS' unwavering dedication to quality, as we remain steadfast in manufacturing best-in-class products for the wide range of industries we serve. GFS is committed to never compromise on the quality of our products and services and to foster a quality culture that delivers trusted products and services. The continued success of our company is made possible by our talented, hardworking employees. We believe that every employee "makes their mark" on a company. This is especially true for a company of our size and culture. Although we're a large, growing business — with more than 325 employees — our heart remains rooted in small-town, homegrown values. For more information, visit www.globalfinishing.com, email info@globalfinishing.com or call (877) 658-7900.

About Scante

Scante systems help manufacturers and service providers quickly provide branded IIoT and Customer Experience (IoT/CX) websites and apps. Our "white label" systems integrate IoT data from connected products with all the content, parts, services, and support interactions customers and end-users need for a comprehensive, IoT-driven online experience. Scante clients are typically manufacturers of industrial or commercial equipment and service providers in industrial markets. Across a broad range of markets, we're providing highly personalized IoT-driven web experiences that make a difference with customers. Many small and medium-sized companies benefit from our Software as a Service (SaaS) approach. Large global companies choose Scante for our rapidly deployable, configurable, and cost-effective systems. They all share a need to provide IoT-driven experiences to their customers and haven't found good solutions from the IoT mainstream. As a team, we've been building complex customer interaction and IIoT applications for Internet-connected products for decades. Let our team of experienced, results-driven professionals help you achieve your goals for customer-facing IoT and support apps.

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Contact us for more information

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