OVERVIEW OF OPERATIONS SOLUTIONS

FirstStep.ai

AI Operator Assistant

Product Summary

The Operator Assistant is an AI-powered tool that gives operators instant access to critical information. It replaces manuals with a smart, interactive assistant that answers questions in real time. Designed for desktop and mobile, it streamlines training, troubleshooting, and daily operations.

Benefits

Operators get quick, clear answers without searching through manuals or waiting for help. This reduces training time, minimises downtime, and improves efficiency. Running **completely offline** on a **secure**, **on-premise server**, it ensures data privacy while delivering fast, reliable support.

Unique Selling Points

1. **Offline and On-Premise:** Runs on a GPU-powered device installed on-site, no internet connection.
2. **Secure:** Keeps all data within the company network, ensuring complete privacy.
3. **Accurate:** Operators receive clear, relevant answers with links to documentation.
4. **Fast Response Time:** Responses in under 5 seconds.
5. **Conversational AI:** Allows operators to ask any question, even those never asked before.

Key Features

- AI-powered assistant that provides clear, step-by-step guidance in real time.
- Easy setup – connects to existing documents via LAN for quick deployment.
- Helps operators find accurate information fast, reducing downtime and errors.

Operator Logbook

Product Summary

The Operator Logbook is a tool for tracking and managing log entries. It streamlines activity monitoring, updates, and reviews, ensuring efficient workflows. This application enhances traceability, collaboration, and transparency for improved organisational outcomes.

Benefits

Provides structured records, enhances collaboration, maintains audit trails, and ensures accountability. Improves transparency, supports traceability, resolves issues effectively, and delivers clear, actionable insights for better decisions.

Unique Selling Points

1. **Event Tracking:** Captures critical and non-critical events with timestamps and details.
2. **Categorisation:** Groups events by type (e.g., IT, Production) for easier management.
3. **Priority Highlighting:** Marks urgent events with priority levels for quick action.
4. **Progress Visibility:** Monitors statuses (Open/Closed) to track resolutions.

Key Features

- Structured log entries with detailed event descriptions, timestamps, and categories.
- Priority indicators for focused attention on critical events.
- Advanced search and filters for targeted data analysis.
- Source and server details to identify event origins for precise troubleshooting.

Category	Line Number	Description	Priority	Status
Production	L09-01	[2025-01-15 03:36:27]: Crates not running for the last 2 hours. [2025-01-15 05:36:27]: Crates not running for the last 4 hours. [2025-01-15 09:36:27]: Crates not running for the last 8 hours. [2025-01-15 13:36:27]: Crates not running for the last 12 hours. [2025-01-16 01:36:30]: Crates not running for the last 24 hours. [2025-01-17 04:21:27]: Crates resumed on conveyor.	Major	Closed
Production	L09-01	[2025-01-17 04:07:14] Critical alert for Main service [2025-01-17 04:09:49] Alert resolved.	Critical	Closed
Production	L08-01	[2025-01-16 15:21:27]: Crates not running for the last 2 hours. [2025-01-16 17:21:27]: Crates not running for the last 4 hours. [2025-01-16 21:21:27]: Crates not running for the last 8 hours. [2025-01-17 01:21:27]: Crates not running for the last 12 hours.	Major	Open
Production	L08-01	[2025-01-16 13:08:43] Critical alert for Main service [2025-01-16 13:09:44] Alert resolved.	Critical	Closed
Production	L08-03	[2025-01-16 00:51:27]: Crates not running for the last 2 hours. [2025-01-16 02:51:27]: Crates not running for the last 4 hours. [2025-01-16 04:06:27]: Crates resumed on conveyor.	Major	Closed
Production	L08-04	[2025-01-16 00:51:27]: Crates not running for the last 2 hours. [2025-01-16 02:51:27]: Crates not running for the last 4 hours. [2025-01-16 04:06:27]: Crates resumed on conveyor.	Major	Closed
Production	L09-03	[2025-01-16 01:36:30]: FCI EDGE device offline. [2025-01-16 03:36:31]: FCI EDGE device online.	Critical	Closed
Production	L09-01	[2025-01-16 01:36:27]: FCI EDGE device offline. [2025-01-16 03:36:27]: FCI EDGE device online.	Critical	Closed
Production	L09-01	[2025-01-16 03:25:48] Critical alert for Server connection [2025-01-16 03:26:48] Alert resolved.	Critical	Closed
Production	L09-03	[2025-01-16 03:25:37] Critical alert for Server connection [2025-01-16 03:26:38] Alert resolved.	Critical	Closed

Shift Handover Reports

Product Summary

Shift Handover ensures smooth transitions by addressing tasks, issues, and updates. It reduces errors, enhances safety, and maintains consistency between shifts. The process minimises delays, supports efficient workflows, and improves communication for better operational outcomes.

Benefits

Ensures seamless transitions, reduces risks, minimises downtime, tracks responsibilities, equips teams with timely information, and captures essential details. Enhances operational consistency, streamlines processes, and supports decision-making with clear data.

Unique Selling Points

1. **Safe Handover:** Ensures safe handover between shift supervisors at shift change.
2. **Integrated Logs:** Combines human-entered and system-generated logs for a unified view.
3. **Unified Data:** Merges production and event data into comprehensive reports for better insights.
4. **Real-Time Visibility:** Offers organisation-wide real-time visibility on production and events.

Key Features

- Comprehensive shift records for accurate handovers, supporting continuity and accountability.
- Historical reports enable trend analysis and informed decision-making with structured data.
- Seamlessly integrates operational and event data into a single, clear view to eliminate confusion.

FirstStep.ai
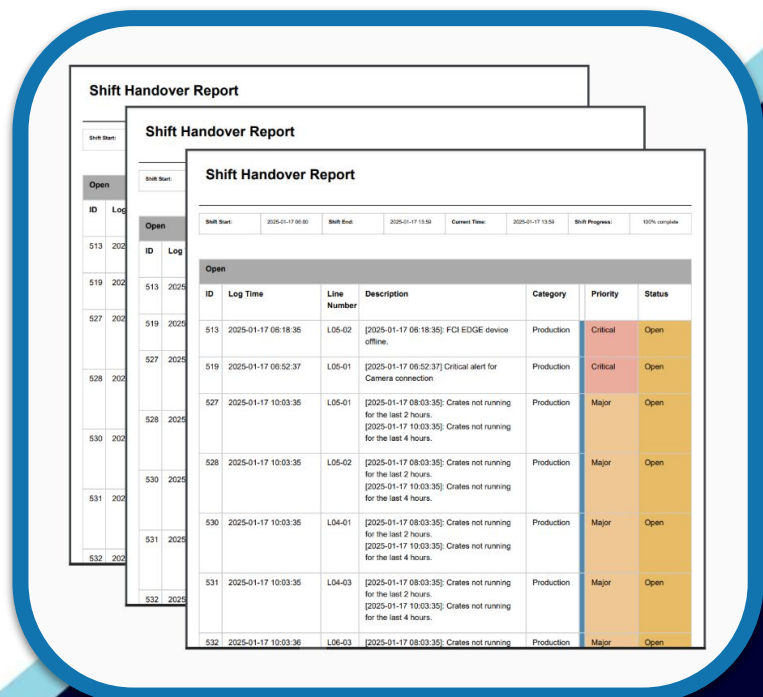
Client Success Story

Client: Anheuser-Busch (AB InBev Southern Africa)

Challenge: Frequent errors in human quality inspections leading to inconsistent crate quality and internal disputes over delivery and raw material quality.

Solution: Implemented the FirstStep.ai FCI, ECI and Closed Loop Rejection.

Result: Eliminated the need for human quality inspections, strengthened brand association with quality, resolved internal disputes over delivery and raw material quality, and significantly enhanced operational efficiency.

Quotes from client:

- "Results are incredible"
- "Project payback period is looking like days, not years!"
- "No one has seen rejection done without [physical] sensors or triggers"

FirstStep.ai

All Solution Categories

Production Intelligence

Optimise production with AI-driven quality control.

Safety Intelligence

Ensure safety across your plant with AI-enhanced monitoring.

Monitoring Intelligence

Forecast and prevent downtime with AI-powered monitoring.

Operations Intelligence

Streamline shift-based operations with AI assistance.

FirstStep.ai