

# The factory of the future

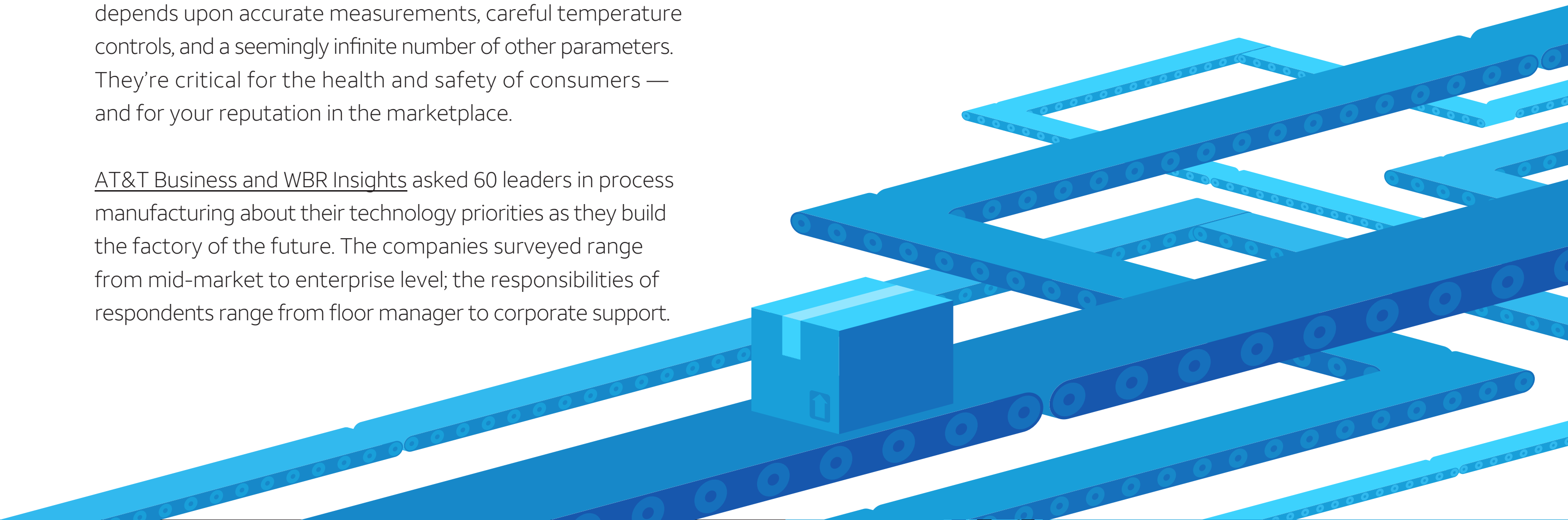
How process manufacturers  
are getting there

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# For process manufacturers, technology is a key ingredient

From food production to pharmaceuticals, process manufacturing depends upon accurate measurements, careful temperature controls, and a seemingly infinite number of other parameters. They're critical for the health and safety of consumers — and for your reputation in the marketplace.

AT&T Business and WBR Insights asked 60 leaders in process manufacturing about their technology priorities as they build the factory of the future. The companies surveyed range from mid-market to enterprise level; the responsibilities of respondents range from floor manager to corporate support.



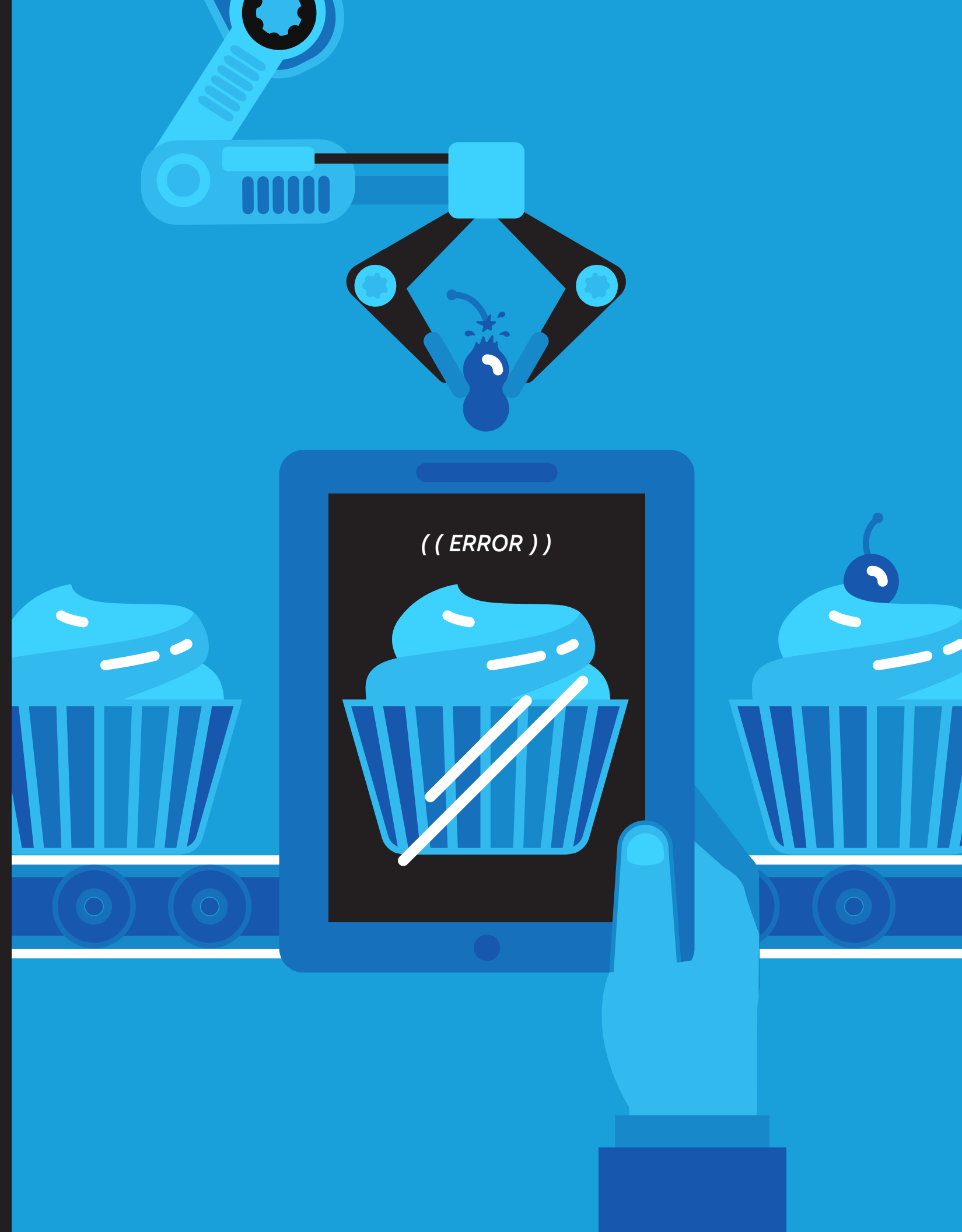
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# The pressures of production

## Pain points in process manufacturing

Meeting customer needs is the main challenge. A Director of OT at a mid-sized company spoke of the “constant pressure to meet deadlines, with regular products and customized ones as well. Since we carry a varied range of products, managing and scheduling becomes tougher with higher order volumes.”

Many process manufacturers are researching technologies to streamline fulfillment and data management. They also encourage team members to “innovate by nature,” experimenting with new, potential solutions for customers. The goals are new revenue streams and deeper customer relationships.



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# Current priorities aim for future progress

Not surprisingly, process manufacturers have differing perspectives on how to prioritize their technology investments.

**Here are their top three priorities:**



*Innovate products for  
new revenue streams*  
**25%**



*Integrate design, operations,  
life cycle, and supply chain*  
**25%**



*Increase automation  
in factory operations*  
**22%**



No matter what aspect of technology you're currently focused on, the aim is always the same: your factory of the future needs to be built on practical applications that improve overall performance and long-term business value.

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# Making top priorities working realities

Less than half of our respondents believe they have the tech infrastructure they need to achieve their priorities. The most common items on their wish lists include:

32%

## ***The Internet of Things***

As the leading “industry 4.0 disruptor,” IoT is considered the single-most essential tech for the factory of the future.

23%

## ***A Modern Network Infrastructure***

Having a modern network infrastructure founded on (and protected by) cybersecurity, is also a priority.

15%

## ***Cybersecurity***



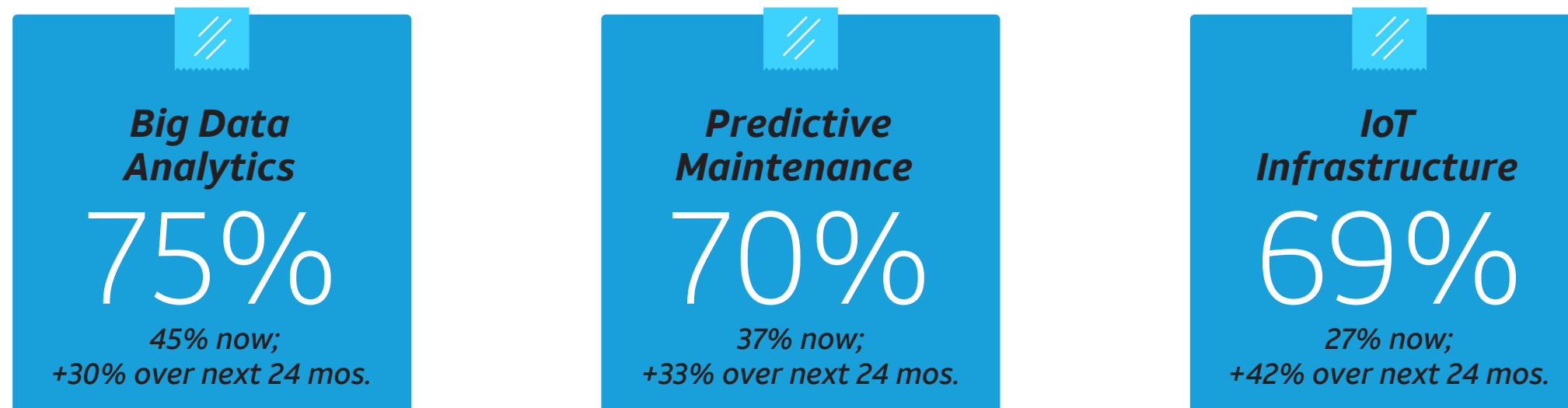
## What's on your ***wish list?***

IoT, network, and cybersecurity solutions from AT&T can help provide the actionable insights, global flexibility, and peace of mind you need moving forward.

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# New infrastructure enables next-gen solutions

*Our respondents named these as their three top priorities now, and for some time to come:*



The focus is on identifying market trends early, avoiding downtime, and building the IoT infrastructure to make it all happen as seamlessly as possible. For process manufacturers, it's a recipe that's as critical to future success as the formula for your next new soft drink, analgesic, or gasoline.

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# Going forward, everyone needs to be on board

Lack of executive support. Slow ROI. They're just two factors that can make justifying investment in new technology an uphill battle. But that's not stopping some process manufacturers from building the factory of the future. While others hesitate, their expanded uses of IoT reap ever-greater benefits. Among these are increased product quality, worker safety, and operational efficiency — all of which translates to a marked advantage in the marketplace.

*Current infrastructure won't support adoption:*



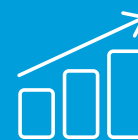
50%

*No executive support:*



48%

*Slow realizations of ROI:*



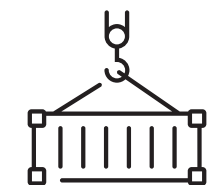
48%

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# New opportunities New solutions New possibilities

Maybe you want to improve product quality, move those products more efficiently into the supply chain, or streamline overall operations. To achieve sustainability and continued growth of their business, every process manufacturer has different priorities. Determining how to use technology to accomplish these goals is key.

AT&T Business is here to help you assess your business and make a plan to accomplish your goals. We offer resources, solutions, and services that provide manufacturers with the information and collaboration needed to realize what's possible in building the factory of the future today.



To learn more, go to  
[business.att.com/industries/manufacturing](https://business.att.com/industries/manufacturing)