



## We think globally but act locally

Marel aims to be the customers' choice and places strong emphasis on maintaining strong relationships with our customers in order to help them generate added value through a wide variety of offerings supporting all main service needs. These range from assistance with routine issues on general software use to advanced consultancy services.

The market expects and demands constant innovation, and Marel is committed to developing Innova continuously as the market-leading solution for the food industry. Our software maintenance programme is the backbone of this commitment to our customers.



### INNOVA SOFTWARE SUPPORT

Provides remote and telephone support during normal working hours, including assistance relating to routine questions regarding software use. Information on new or changed configuration and functionality is provided on request.

- Single point of entry for all Innova service and support
- Defined service levels, such as response times, availability and priority rules
- Escalation process to relevant specialists when required



### INNOVA 24/7 SUPPORT LINE

Provides access to emergency support for critical incidents outside normal working hours and is available 24/7/365.

- Fast response time
- Lower risk of production downtime
- Peace of mind



### INNOVA SOFTWARE MAINTENANCE

Innova is continuously developed to fit new market needs and requirements. Our Software Maintenance Programme provides users with rights to all new major version releases, service packs and features deployed on a regular basis.

- Access to and rights for all upgrades, such as new version releases, service packs and other features
- Reduction in operational risk, with a high degree of process and device compliance and protection
- Life cycle support to reduce operational risk, gain better control of IT costs and reduce financial risk



### INNOVA SYSTEM MAINTENANCE

Includes a suite of services designed to keep the Innova system and IT infrastructure in an optimal state, in order to prevent or minimise unexpected downtime and disturbance to overall performance.

- System is kept up to date to ensure reliability and availability
- Costly downtime is reduced through preventive maintenance to the server, database, network or other critical IT infrastructure
- Users and operators are evaluated and training plans devised to continually update their competence in operating and maintaining Innova



### INNOVA CUSTOMER TRAINING

Designed for IT and technical personnel, operations and production managers, and shop floor operators, the Innova Customer Training Programme aims to ensure that users are continually kept up to date on new developments and that their skills to operate the system are continually improved.

- Continuous skill improvements for customer workforce
- Better system utilisation



### INNOVA CONSULTANCY SERVICES

The Innova Improvement Programme is designed to focus on specific improvement tasks with clear financial and business goals for customer operations.

- Analyses future business and financial impact
- Provides improved management tools with improved KPIs

## Customer corner Bremnes Seashore, Norway

With one eye on the clock and the other on the screen, the logistics team at Norwegian processor Bremnes Seashore work together to make time work for them, helped by Innova software

Every working day, 200 tonnes of salmon processed into up to 100 different products pass through the Bremnes Seashore logistics facility, at the company's processing plant in southwest Norway.

For logistics manager Bjarne Sortland and his three-person team, the challenge lies in ensuring that every one of the 35,000 fish is dispatched to its correct destination on any one of four continents, on time, with all the correct paperwork in place and to exact customer specifications. Like the rest of the plant, the logistics department harnesses the power of Innova production management software to bring many different — and often competing — threads together.

Inside the factory, the team continually monitors and evaluates activity on the production floor and loading bays, as salmon proceed through the production line and emerge as completed orders ready for delivery. Externally, they liaise with customers, customs, haulage companies and

the many other agencies that are a fact of doing export business on a global scale.

"Innova provides us with total control," says logistics officer Linn Hege. "It's also much easier to learn and use and offers a lot more features than our previous production management system.

"I can monitor fish as it passes through the factory and see exactly what's going on at any given time. If there are any unexpected hitches or delays likely to affect delivery schedules, I can immediately, or even see them coming before they actually happen."

"Innova has also made prioritising orders for dispatching much more simple and effective" adds her colleague, Anne Meling. "We know exactly when the trucks are coming and can have everything ready for loading. "It's a very flexible system," she concludes.



“With one eye on the clock and the other on the screen, the logistics team at Norwegian processor Bremnes Seashore work together to make time work for them, helped by Innova software.”

Linn Hege, logistics officer, Bremnes Seafood

# INNOVA

Production control in salmon processing



Subject to change without notice / Marel N.V. 2012



- Effective production process control
- Overview of complete value chain
- Advanced packing, labelling and Inventory capabilities
- Real-time information on KPIs and inventory status
- Links production to management systems



# Bringing it all together

Innova is an intelligent production control software suite that enables salmon processors to monitor and manage the complete production value chain, from the reception of raw materials to dispatch of finished product.

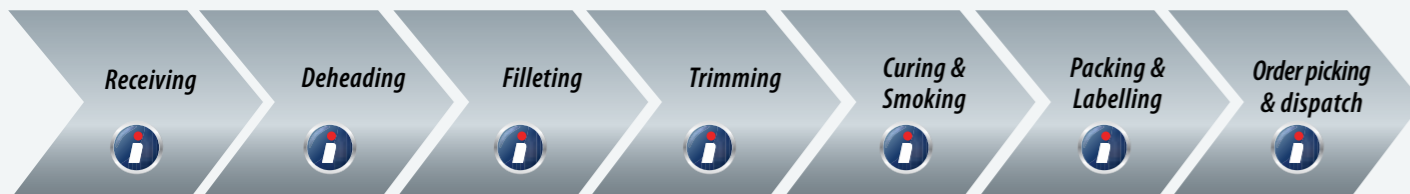
Innova provides real-time monitoring and control of all critical key performance indicators (KPIs) relating to every stage of production, including yields, throughput and efficiency, giveaway and loss of sales, stock levels and movements, traceability and profitability.

Based on a modular design that provides maximum flexibility for processors of all scales and sizes, ranging from small operations to plant-wide systems, Innova can share data with accounting or ERP systems for order processing and inventory management, as well as customers, suppliers and product managers.

Innova fully supports the wide range of Marel processing equipment and systems, to provide the most integrated processing solutions available and open fresh opportunities in production management.

A real-time solution developed using latest technology from Microsoft, Innova runs on a Microsoft SQL server database.

For further information: [www.marel.com/innova](http://www.marel.com/innova)



## TRACEABILITY

Salmon producers who implement production systems designed to ensure food safety and quality have realised financial benefits for their business based on improved efficiency and production control.

Traceability is at the forefront of food safety, and producers who rely solely on manual traceability systems are exposed to large recalls should a safety issue occur.

As Innova can trace every product directly back to its source, implementing the system places your company in a position to act quickly and minimise potential recalls should any safety issue occur.

The Innova traceability engine is built into every process step based on purchase orders (PO) in reception and lots for all production processes.

### Benefits

- Reduces risk of large recalls
- Covers the complete value chain including packaging
- Ensures that processors use products that are suitable for specific markets

## DASHBOARD

Innova Dashboard displays information such as yield, throughput and efficiency for different process stages within the process chain. Alarms based on those KPIs, as well as device status and functionality, can also be viewed to eliminate any errors in production.

### Benefits

- Real-time information on all mature KPIs
- Visible alarm notification
- Single screen to manages entire process

## PERFORMANCE MONITORING

In a salmon plant, key performance indicators such as efficiency, quality and yield are vital to your business.

Implementing Innova provides processors with accurate and reliable data to help improve performance and make decisions. Performance data is collected at predefined control points throughout the process, and multiple control points can be defined to combine various aspects of the production process in a variety of different ways.

### Benefits

- Reliable and accurate data collection
- Real-time access to KPI information

## ORDER PROCESSING

Salmon producers are continuously being pressured to achieve faster delivery times, in-line order processing and customer-specific labelling.

Implementing a solution from Marel based on Innova ensures fast and accurate processing of orders in the production area, thereby speeding up dispatch to customers.

Innova order processing manages the complete order cycle including purchase orders, production orders, inventory orders and sales orders, and eliminates under- and overproduction.

### Benefits

- Optimal utilisation of processing lines
- Shortens response time to production or order changes

## INVENTORY MANAGEMENT

Fresh salmon products have limited shelf life, making stringent and detailed inventory management essential. Processors are also faced with a considerable amount of product movement between departments within the production area, inventories and individual processes.

Innova Inventory solves all these requirements. By tracking all inventory transactions throughout processing, the system provides full control and visibility of raw material, work in progress, and final goods inventories.

### Benefits

- Real-time overview of inventory status
- Full control and visibility of all inventories
- Reduces loss and expired products

## INTERFACING WITH OTHER SYSTEMS

Innova offers standard data interfaces for all your business data. Seamless integration with other systems, such as ERP and planning systems, safeguards operational continuity within the plant, while ensuring that ERP and planning systems can upload and work with data from production systems for further analysis and costing without slowing system performance or being unable to meet production requirements.

Innova provides clear focus, benefits and continuous development of new features, functions and device connections in order to optimise competitiveness in producing your products.

### Benefits

- Enables the deployment of a consistent plant-to-enterprise IT integration strategy, making relevant data accessible to every department in the correct format for faster reaction times and decision making
- Ensures IT systems are interlinked and work seamlessly together

