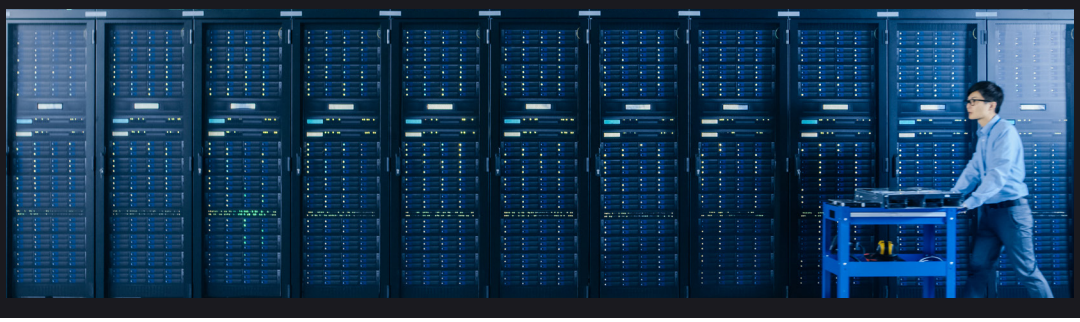
CASE STUDY

Multinational tech giant drives innovation across data centers, facilities and manufacturing



Key facts:

Company: Multinational technology organization

Region: North America

Octave products used: Attune EAM *(HxGN EAM),* Reliance *(ETQ Reliance)*

A global technology leader with extensive data centers, e-commerce, logistics and advanced manufacturing operations faced growing infrastructure demands. Rapid expansion required scalable enterprise asset and quality management solutions to maintain efficiency and support continued growth.

Data Centers

Business challenges

The company operates more than 500 owned and operated data centers along with over 425 colocation facilities across 50 countries. It needed a common platform to standardize operations and provide enterprisewide visibility.

Goals

The company sought to use AI, predictive insights and advanced analytics to minimize downtime across critical building infrastructure, including power distribution, cooling and fire safety systems, while effectively managing on-site contractors. Its supply chain team also needed a solution for IT hardware warehousing, rack assembly, repairs and reverse logistics.

Results

Deployed in 2011, Attune EAM has continued to scale with the company's hyperscale growth. Today, more than 8,500 asset and maintenance professionals use the platform to support uptime, reliability, safety, revenue generation and SLA compliance. The supply chain team also uses Attune EAM to meet its rapidly expanding IT hardware management needs.

Facilities Management

Business challenges

The company owns and operates more than 4,000 fulfillment, sortation and distribution centers worldwide. It needed a solution to maintain the integrity of building systems and assets while managing mission-critical distribution equipment.

Goals

The division needed a highly scalable, configurable asset management system that could address regional operating requirements and regulatory variations while providing a unified digital platform for global oversight. Stronger asset visibility across the fulfillment and distribution network was essential to maintaining seamless, uninterrupted e-commerce operations.

Key benefits:

- Streamlined asset management processes have increased efficiency and ensured greater operational consistency
- Enhanced visibility into infrastructure assets has reduced downtime and delivered measurable cost savings
- A scalable, configurable platform has strengthened the organization's ability to support rapid growth and adapt to evolving operational demands
- A robust quality management system (QMS) that automates compliance, reduces risks and streamlines quality processes into a unified platform to ensure consistent product excellence

Results

Attune EAM in the cloud was deployed across all global fulfillment and distribution facilities. Initially supporting 25,000 users, the platform has scaled to 35,000. As operations expanded, the company added advanced capabilities—including Attune EAM OpenCAD BIM, Open CAD 2D and Python Studio—to improve automation and data management. The platform was also configured for eight regional organizations, enabling localized workflows within a unified global system.

Manufacturing

Business challenges

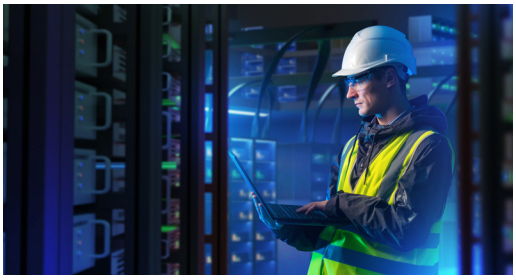
The company is rapidly expanding its satellite and autonomous electric vehicle manufacturing operations, creating a need for robust asset and quality management systems.

Goals

Both operations needed a comprehensive quality management system (QMS). The satellite manufacturing business also required a solution to manage Ground support equipment (GSE), including specialized mechanical, electrical and automated hardware used in satellite assembly, testing, integration and launch.

Results

Reliance was deployed in the satellite manufacturing business to support AS9100 compliance. The autonomous vehicle manufacturing operation implemented Reliance to manage nonconformance (NC), deviation processes and supply chain activities. Attune EAM was deployed enterprisewide for asset and calibration management.



Benefits

Expanding the use of Attune EAM delivered significant operational improvements, including:

- Greater efficiency and operational consistency through streamlined asset management processes
- Reduced downtime and costs through improved visibility and proactive management of infrastructure assets
- Increased agility to support rapid user growth and evolving operational demands with a scalable, configurable platform
- Greater flexibility to accommodate regional and business-specific requirements

By deploying Reliance across their manufacturing operations:

- A structured framework supporting AS9100 compliance, improved quality, reduced waste and nonconformance and more efficient supply chain activities

Next Steps

Following successful Attune EAM and Reliance deployments by the organization's data centers, facilities and manufacturing operations, the company is exploring Octave's Design and Build solutions to accelerate innovation, improve efficiency, quality and reduce operating costs.

About Octave

Octave is a leader in enterprise software, turning data into decisive action and intelligence into your edge. Our software solves for and simplifies complexity, from the design and build to operations and protection of people, property and assets – for any scope, at any scale. For decades, we've partnered with customers to sharpen performance, elevate efficiency and amplify results. From factory floors to entire cities, our solutions are tuned to scale up what's possible from day one onward.

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