

Business paradigm shift, pay-per-use and R&D profiles Interview with Gonzalo Ingelmo Santos



Gonzalo Ingelmo Santos, General Manager of Oppent Instalaciones

With which technology proposal is your company participating in JAI 2022?

Oppent presents itself as a manufacturer of mobile robots (AMR - Autonomous Mobile Robot). With the Ecart product family, we present robotic logistics products for healthcare and industry.

Sustainability is one of the challenges facing industry at the moment, can you propose a roadmap to address the challenge of sustainability in industrial processes?

The current context is a challenge for everyone, as the global supply problem and energy costs have created an even greater gap between Spanish industries and those in other countries.

“SUSTAINABILITY: energy costs have created an even greater gap between Spanish industries and those of other countries.”

This industry is concerned with *making and producing*, but it does not study and plan the process perfectly. I exclude perhaps the automotive industry from this, which has a different tradition. I believe that the most important goal for the improvement is productivity, the hourly impact on turnover of each euro of labour. In this sense, Oppent contributes, not only with the product, but also with the analysis, both in healthcare and in industry, to the efficient management of costs and their rationalisation; the key exists, and the gap can be bridged, but it requires a compulsory change of mentality that I believe is already taking hold in the Spanish industry.

Does your company offer technologies or services to make industrial companies more sustainable?

Particularly at Oppent, we offer solutions that contribute greatly to sustainability. Traditional manual logistics processes have a strong impact on production costs. Modernisation and innovation introduced in the production process through AMRs not only improve their profitability by offering a quick and measurable return on investment, but also contribute to work ergonomics, retraining of workers in contact with the technology and, of course, to improving occupational health, an aspect that has a double effect, both in terms of the impact on workers, as well as on business costs due to accidents.

At the same time, safety conditions are improved through vehicles equipped with all kinds of sensors to avoid accidents and consequently human injuries. Finally, technological improvements in driving elements, such as engines and batteries, gradually reduce the energy cost associated with the process, thus decreasing our ecological footprint, a very present factor in the concept of sustainability.

Another industry demand is the use of technology as a service. Do you think that the contracting out of industrial technology services is a trend that will be consolidated in the coming years?

It is certainly a developing model that fits perfectly with our technology. There are companies that aim to offer logistics 4.0 services where payment is made per service, per movement or per transport, making the rental model obsolete.

It is about taking it a step further, to offer robotised logistics that covers a need, with a process monitoring, reporting, real-time connectivity and the ability to provide the necessary metrics to help us understand and optimise the process. The last step in this model has already been considered: the so-called 'pay per use' or payment for use, which would imply offering a technology with a price based on an hour of use, or €/km or €/movement, etc.

“SERVICES: 'pay per use' in AMR implies offering a technology with a price based on an hour of use, or €/km, €/movement, etc.”

In industrial production lines, especially those subject to temporality, we believe it may be a very suitable model that allows the industrial producer to give a final cost of the product including logistics.

Does your company offer hardware, software or services on a subscription basis?

No, not at the moment

Another critical area for industrial company success is talent management. What type of expertise does your organisation prioritise?

Oppent, as a multinational company, has been growing thanks to a significant increase in demand, especially in the last year. In our case, factory-level profiles are technical ones at assembly, electrical, programming and machine calibration stage. This growth also implies new R&D profiles related to mechanical design and software development. Finally, the process of planning and organising production is an area of constant expansion: stock management, production line logistics and supply are essential to support this development process.

“TALENT: knowledge of stock management, production line logistics and procurement is essential.”