To date, more than 400 global manufacturing leaders have responded to the LNS Research Manufacturing Operations Management survey, which focuses on identifying top objectives, challenges, and trends across manufacturing verticals. As this chart shows, the top objectives are indeed all heavily customer focused. Customers and suppliers must cross the chasm to be truly connected and engaged. The Internet of Things will allow manufacturers to provide B2B customers with access to relevant planning and manufacturing information, regardless of where it is stored. This builds a thread that connects the manufacturing systems, including supply chain and logistics providers, and helps the customer feel connected and engaged.

The example below illustrates how customers can have deep insight into your business processes.

This can be achieved by weaving a “digital thread” that incorporates customer system-to-system integration, across disparate implementation technologies, to be brought together into meaningful communication in all business processes to deliver:

- Speed
- Data Transport and Monitoring
- Alarms, Condition Based
- Device Management
- Modbus TCP/IP, MQTT, etc.
- Services, OPCUA, Acquisition - Embedded, Machine 2 Machine/Data Ethernet/Open Proprietary > Wired, Wi-fi, and Cellular
- Network Infrastructure - Security - Authentication, Access Control, Configuration Management, Antivirus/Spyware, Cryptography, Logging, Data Tagging, Compliance
- Optimization and Simulation
- Visualization
- Geospatial, Predictive Modeling, Machine Learning, etc.
- Analytics: Image/Video, Time Series, Search, Text Mining, Data Exploration
- Statistical Programming: R, SAS, SPSS
- Complex Event Processing
- Big Data Analytics
- Statistical Process Control
- Quality Response Capability
- Compliance, etc.

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