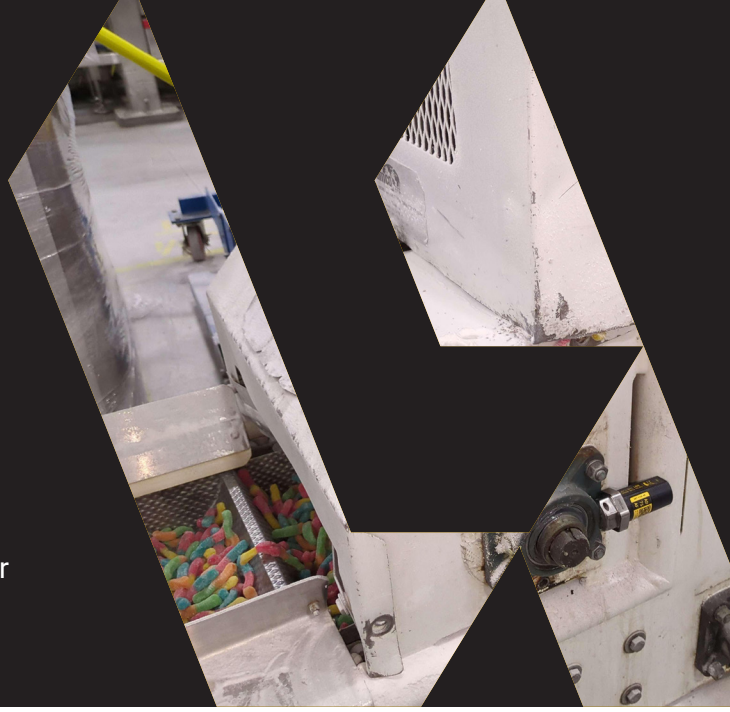
WAITES

MAJOR CANDY MAKER SAVED $7.6M

WITH WAITES AI PRESCRIPTIVE MAINTENANCE SOLUTION

How a leading North American confectionery manufacturer keeps product moving using Waites Conveyance™.



AT-A-GLANCE

VERIFIED SAVINGS, CONVEYANCE & LINE EQUIPMENT
$7,678,036

PRODUCTION DOWNTIME AVOIDED
2,673 HRS

VERIFIED CATCHES OVER THREE YEARS
958

MONITORED SENSOR POINTS
2,497



THE CHALLENGE

In a candy plant, nearly everything that touches product has to keep moving. When a spiral, bucket elevator, dryer conveyor, or the air handler feeding a production room goes down, the impact can quickly extend to the rest of the line.

A major American confectionery and candy maker operating high-volume food manufacturing facilities across the U.S. and Mexico needed to safeguard hundreds of conveyors, pumps, fans, motors, and drive systems supporting its production. Many of these assets run continuously in demanding environments or are difficult to access consistently through manual inspection routes. Even with experienced maintenance teams in place, there was still a need for better visibility into developing equipment problems before they disrupted production.

THE APPROACH

Across eight plants, the food manufacturer deployed the Waites Solution on more than 850 machines supporting conveyance and production lines, including transfer conveyors, bucket elevators, spirals, palletizers, dryer and cooler conveyors, supply fans, air handlers, pumps, and drive systems.

Waites sensors continuously collect vibration and temperature data across more than 2,000 monitoring points, including equipment in high-heat and washdown environments. When AI identifies an anomaly, Waites' certified CAT II–IV vibration analysts validate the finding and deliver a prescriptive Action Item identifying the affected asset, likely fault, and recommended next steps. Onsite technicians then work directly with Waites analysts to confirm the repair and document the cost savings.

MAJOR CANDY MAKER SAVED $7.6M WITH WAITES AI PRESCRIPTIVE MAINTENANCE SOLUTION



THE RESULTS

Problems became planned work.

Waites has identified more than 900 developing equipment issues, each validated by Waites analysts and confirmed by the onsite maintenance team after repair. Fewer than 3% have reached a critical urgency level, showing that most problems were caught early enough to plan the repair before they became line-down events. As the program matured, the value of those catches increased:

Median verified savings rose from roughly $3,300 per Action Item in 2024 to $6,000 in 2026.

The largest single catch, a failing boiler feedwater pump and motor, avoided $216,000 in downtime.

Maintenance labor was directed toward known problems.

Waites analysts triage machine anomalies so technicians can focus on equipment showing signs of a developing problem instead of spending time inspecting healthy assets. Each Action Item identifies the affected asset, likely fault, and recommended next steps, giving the maintenance team a clear place to start.



$3,070 SAVED PER SENSOR

Throughput stayed protected.

Across the monitored equipment, the manufacturer documented 2,673 hours of avoided production downtime. That equates to roughly $3,070 in verified savings per sensor from issues identified and addressed before they disrupted production.

Three years into the program, the results show what mature condition monitoring can deliver in an operation where throughput depends on equipment that rarely stops moving: fewer reactive repairs, more planned maintenance, better use of maintenance labor, and fewer developing issues reaching the point of production impact. The conveyance and line equipment has generated $7.6 million in verified savings, representing approximately 80% of the manufacturer's total verified savings across its broader Waites predictive maintenance program.