

Peer

What Happens After the Alarm?

Alerts tell teams something happened. Peer gives every production issue an owner, a next step, and a resolution history, capturing the human context behind what happened so teams can respond faster and learn from every fix.



Where Production Issues Get Stuck

The problem is rarely the first alert. It is what happens between detection and resolution.

HANDOFF

Was the right team notified?

Peer routes operator requests, alarms, machine events, and system triggers into trackable work so the next step is clear.

OWNERSHIP

Who is responsible now?

Assignments, priority, status, reminders, and escalations keep unresolved work visible until someone takes action.

FOLLOW-UP

How was it actually resolved?

Comments, photos, status changes, and timeline history preserve what happened so repeat issues are easier to understand.

Peer Closes the Loop from First Signal to Documented Resolution.

1

CAPTURE

2

ASSIGN

3

ESCALATE

4

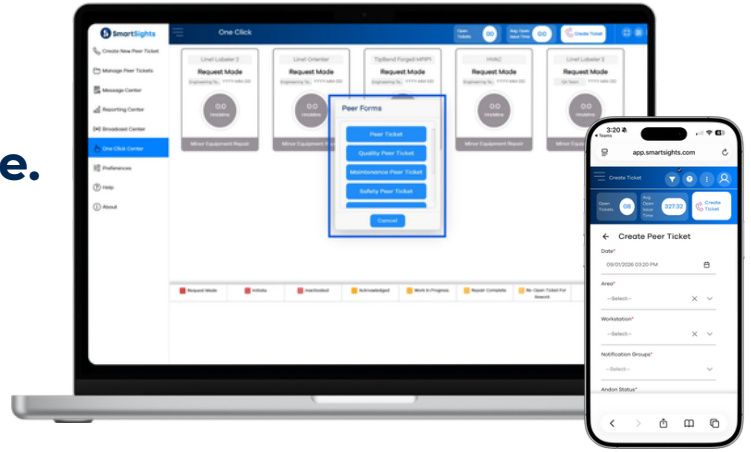
RESOLVE

5

LEARN

Understand the Full Story Behind Every Production Issue.

Production data can show that something went wrong. Peer captures the people, actions, ownership, and resolution behind the issue so teams can respond faster, understand recurring problems, and improve what happens next.



CONTINUOUS IMPROVEMENT

Turn Every Fix Into Production Knowledge.

Peer keeps corrective actions and issue history connected so teams can recognize repeat problems, reuse what worked, and strengthen continuous improvement.

01 SPOT REPEAT ISSUES

Search past issues to see where the same problems keep returning.

02 REUSE WHAT WORKED

Keep corrective actions, notes, photos, and context tied to the original issue.

03 IMPROVE THE NEXT RESPONSE

Give operations, maintenance, quality, and engineering a shared record to act on next time.

75%

FASTER RESPONSE TIME

Cook Medical reduced response time from 19 minutes to 5 minutes.

"SmartSights Peer and ABLE are very powerful systems, depending upon how you want to implement it, is going to offset whatever costs you are going to incur, but the configurability of it, the support, and their commitment to do everything they could to get it right, those things make SmartSights stand out from other software companies I've dealt with. I'd venture to say it's probably one of the easiest implementations I've been part of."

Jay P. Rolling

Engineering Manager – Doppler Products,
CVI at Cook Vandergrift, Inc.



Ready to Close the Loop on Production Issues?

Scan the QR Code to Talk to an Expert

